

Onsite Rack Installation Only - CTL-SUN-INST-RACK



One of the primary causes of system failure during the early stages of the product lifecycle is **improper installation and configuration**

Let our trained engineers install your Sun equipment into your Sun or third party racks efficiently. This enables your IT staff to stay focused on what's most important to your business and helps to ensure the early stage of the product lifecycle goes smoothly.

Installation services process – activities and deliverables:

- Site audit (via telephone)
 - Review existing environment and installation requirements
- Installation planning (via telephone)
 - Plan and confirm schedule along with resources with customer
 - Plan and confirm delivery along with installation dates
- System installation specification
 - Plan and confirm hardware locations within the rack with customer
 - Customer to produce a rack layout diagram and fibre cable connectivity diagram

- Confirm customer acceptance criteria (verification testing)
- Statement of installation
 - Verify supported configuration in layout of rack
 - Agree any labelling scheme for cables/server with customer
- Installation and customisation of Sun hardware and software
 - Review packing list to ensure all components are present
 - Install internal components into system
 - Rack hardware as per rack layout diagram
 - Cable power/Fibre/SCSI cables as per cable connectivity diagram*
 - Label each end of the appropriate cables as per agreed labelling scheme
 - Power-up and test all hardware components (using POST)

* This service does not include network cabling

- Installation verification
 - Perform acceptance testing
- System turnover
 - Installation review and customer sign off.

The above services are delivered during normal business hours (9am – 5.30pm) Monday – Friday, excluding bank holidays.

Customer responsibilities:

- Provide at least one technical contact with system administration responsibilities and appropriate system/information access privileges, to perform this service
- Make appropriate system maintenance window(s) available for Avnet, as needed to prepare equipment
- Provide access to the customer's systems and networks as necessary to perform the services during normal business hours
- Provide support for technical support teams for all vendors and third parties as necessary
- Verify the equipment location (work site) is prepared to perform the engagement services.

Don't forget, we can also provide product training on request.