

## Softek Quoting Process Through Avnet

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1. SP identifies the EU opportunity for data migration.
2. SP completes the following forms:
  - a. LDS Engagement Request
  - b. Data Migrations Questionnaire v3*If needed, these forms can be provided by your Services Rep, or Services Sales Driver.*
3. SP submits an R2O request (IBM > Services > Labor Based Services) attaching the completed forms.
4. Avnet pulls the R2O request and registers the opportunity with IBM.  
*Avnet's SLE is 48 hrs or less to pull the request.*
5. IBM will provide Log # to Avnet indicating the deal is registered and IBM's clock starts.  
*IBM SLE for all requests is 72 hrs or less. Most requests are completed in much less time.*
6. IBM BPSST contacts SP for any additional scoping information.
7. IBM BPSST develops the SOW and pricing.
8. IBM BPSST delivers the SOW and pricing to Avnet.
9. Avnet reviews the pricing and SOW and delivers back to SP.

**Please note:** 1. SLE for preliminary pricing only is 72 hours or less which is dependent on having all complete information.

2. An SOW is delivered to the SP whether it is for Migration/installation services or if SP is purchasing Licenses only. Terms, Conditions, and Scope will be different.

## Softek Ordering Process Through Avnet

1. SP closes the deal and the EU signs the SOW.
2. SP submits the order to Avnet through the corresponding R2O request attaching the following:
  - a. Signed SOW
  - b. Matching PO
3. Avnet pulls the order request and submits contract package to IBM for review and registration.
4. Once IBM has received the PO, SOW and Schedule it is typically 24 hours to get a contract number assigned.
5. If the SOW is for migration services, a Resource Deployment Manager is assigned to staff the request with a resource that will work with the SP/Client on a mutually agreeable start date.
6. If the SOW is for product (Replicator, etc...) then no resource is assigned. The SP/EU must complete an online Key request form (documented in the SOW) and software keys are generated within 24 hours.
7. Avnet invoices SP upon invoicing from IBM.

**Please note: Softek deals can be sold as remarketed or fee-based. The process outlined above is for a remarketed contract. The quoting process is the same for a fee-based contract but upon ordering, the EU will be invoiced directly by IBM and Avnet / SP will receive a percentage of the sale on the backend.**