

## Storage Optimization/Novus Quoting/Ordering Process Through Avnet

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1. SP identifies the EU opportunity for storage optimization.
2. SP completes the following forms:
  - a. LDS Engagement Request  
*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 form.
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 and Engage an SME if needed.
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.

### 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. BPSST will engage the IBM Resource Deployment Manager assigned to staff the request. The RDM will assign a resource that will work with the SP/Client on a mutually agreeable start date.
6. Avnet invoices SP upon invoicing from IBM.

**Please note:** 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.