

# Integration Center

A state-of-the-art facility



ProSys provides customized staging, configuration, testing, inventory management, shipping and related services through its Integration Center, a state-of-the-art, 138,000-square-foot facility staffed by certified engineers and technicians and logistics specialists. The ProSys Integration Center enables customers to avoid much of the disruption of an onsite deployment by delivering fully configured and integrated solutions to the data center for plug-and-play installation. It also facilitates large-scale roll-outs of desktops, mobile devices and other equipment, and handles ongoing fulfillment of end-user equipment requests. The integration center is built with a focus on quality and operational excellence to ensure that each service we provide brings our customers the highest level of quality possible. ProSys Integration Center services include:

**Image Replication:** The ProSys Integration Center has a 19GB configuration pipeline and specialized “bus” power configuration to support large-scale custom imaging.

**Customization:** Each device can be preconfigured for the customer’s environment, including site-specific settings.

**Post Customization:** ProSys can apply special application settings, machine naming and password settings, update BIOS settings and revision levels, and perform OS and application updates.

**Asset Tagging:** We will apply customer-supplied asset tags or create and apply custom asset tags according to the customer’s specifications.

**Burn-In Process:** Several options are available to ensure that hardware has been extensively tested prior to delivery.

**Rack and Stack:** ProSys can deploy server/blade, routing/switching and other data center equipment in fully cabled, tested and configured racks to simplify remote installation.

**Master Packs:** Consolidation of multi-item orders streamlines deployment.

**Special Labeling:** Creative color-coding and naming conventions enable easy onsite identification.

Many other options are available. We approach each customer’s project with a can-do attitude, and customize each Integration Center solution to the customer’s specific needs.

## Integration Center Quick Facts

**Capacity:** The ProSys Integration Center includes 138,000 square feet of warehouse space. Approximately 1,000 pieces of equipment pass through the Integration Center each day, ranging from imaged computers and asset-tagged printers and monitors to fully configured servers and racks.

**Physical Security:** The ProSys Integration Center is secured with cameras and badge access. The building is staffed from 7 a.m. to 10 p.m. Monday through Friday and protected by onsite security personnel from 10 p.m. to 8 a.m. 365 days a year.

**Delivery:** ProSys has partnered with white-glove shipping companies that provide door-to-door delivery of fully racked systems and other customized solutions. Additional onsite services include inside delivery, unboxing and trash removal. Our partners can pick up equipment on demand and, depending upon the shipment type and distance, accommodate same-day deliveries, scheduled date and time deliveries, and local shipment holds until delivery can be made.



## Automation and Quality Control

The ProSys Configuration Request Pipeline (CRP) is a custom software solution that helps the ProSys Integration Center team manage orders and projects to ensure on-time delivery and accuracy. Orders, detailed build requirements and special requests automatically flow into the CRP, which provides up-to-the-minute status reports as well as detailed account information. Serial numbers, part numbers and other details are captured throughout the configuration and assembly process to facilitate integration and inventory management.

The CRP also serves as a quality assurance mechanism. The software matches all components to the order and uses the ProSys Configuration Library with unique "image SKUs" containing customer image approvals, image approval history and custom build docs. That information allows ProSys to identify and remediate devices with known issues quickly.

Developed in March 2002, the CRP continues to evolve to meet customer requirements for data capture. Customers can access this system to view detailed inventory information and reports. Serial numbers, asset tag data, MAC addresses and other information can be downloaded to spreadsheets. The CRP also serves as a

repository for customer documentation to aid in help desk support.

ProSys has also incorporated a new Warehouse Management System (WMS) in the Integration Center. The WMS tracks inventory levels and status throughout the facility at the serial number level. From the smallest component to the largest system, each piece of inventory is precisely tracked to ensure complete, accurate visibility.

## Engineering and Deployment Services

ProSys can work with customers to architect integrated solutions and develop customized machine images. ProSys engineers can develop detailed design documents, and test the configuration to ensure compatibility with the customer's environment. The testing facility within the Integration Center enables ProSys engineers to connect with the customer's site and run actual workloads in order to fine-tune the configuration prior to deployment.

The ProSys deployment team can meet the preconfigured equipment at the customer's site in order to complete the implementation. Information from the CRP feeds into deployment software to facilitate rapid installation.

## Why Prosys?

ProSys is the solutions integrator of choice for enterprise companies needing a technology partner that easily transitions from the strategy of the executive suite to the operations of the data center.



### Integrated Data Center Solutions



### Desktop, Mobile Computing & Collaboration



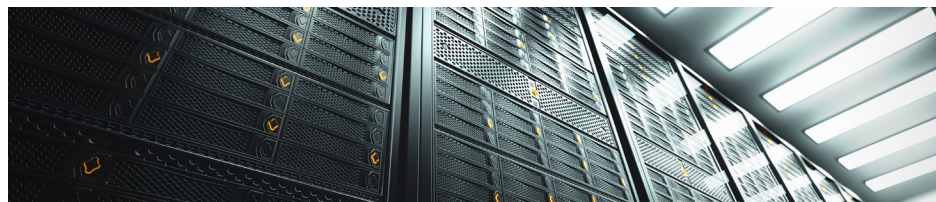
### Managed Services & IT Operations



### Public, Private & Hybrid Cloud



### Converged Computing



© 2015 ProSys. All trademarks or registered trademarks are the property of their respective owners. REF# PRO-0915

