KDDI – Telehouse – Digital Edge Hardware Services

Professional Services
Efficiency, Security, Innovation

The Intelligence Behind Technology
Managing advanced enterprise systems with unparalleled consistency
7 Teleport Drive, Staten Island, NY 10311 • 800.714.5143 • digitaledge.net

Digital Edge
Hardware Selling Techniques

The following are crucial managing factors that must be controlled in order to sell hardware efficiently:

1) Control over EOL, EOS, EOW cycles

2) Control hardware issues

3) Control over amortization process

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Hardware Inventory

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Control Hardware Issues

#	Site	Created Date	Created By	Last Updated Date	Last Updated By				
1225	all	11/18/2014 12:16	Maxim Yeremenko	11/18/2014 15:21	Maxim Yeremenko	Send PDF	Report	Comparing Report	Edit
1205	7T (7 Teleport Dr, Staten Island, NY) 2FL:H:MOD	11/11/2014 13:09	Maxim Yeremenko	11/18/2014 12:22	Maxim Yeremenko	Send PDF	Report	Comparing Report	Edit
1186	7T (7 Teleport Dr, Staten Island, NY) 2FL:H:MOD	11/04/2014 12:01	Maxim Yeremenko	11/18/2014 12:23	Maxim Yeremenko	Send PDF	Report	Comparing Report	Edit
1170	7T (7 Teleport Dr, Staten Island, NY) 2FL:H:MOD	10/28/2014 12:24	Maxim Yeremenko	11/18/2014 12:23	Maxim Yeremenko	Send PDF	Report	Comparing Report	Edit
1157	7T (7 Teleport Dr, Staten Island, NY) 2FL:H:MOD	10/22/2014 14:49	Maxim Yeremenko	11/12/2014 16:20	Maxim Yeremenko	Send PDF	Report	Comparing Report	Edit
1144	7T (7 Teleport Dr, Staten Island, NY) 2FL:H:MOD	10/14/2014 17:19	Maxim Yeremenko	11/18/2014 12:24	Maxim Yeremenko	Send PDF	Report	Comparing Report	Edit
1132	7T (7 Teleport Dr, Staten Island, NY) 2FL:H:MOD	10/01/2014 08:59	Eric Roces	11/12/2014 16:20	Maxim Yeremenko	Send PDF	Report	Comparing Report	Edit
1121	7T (7 Teleport Dr, Staten Island, NY) 2FL:H:MOD	09/24/2014 04:11	Cris Santana	11/12/2014 16:20	Maxim Yeremenko	Send PDF	Report	Comparing Report	Edit
1116	7T (7 Teleport Dr, Staten Island, NY) 2FL:H:MOD	09/17/2014 08:13	Eric Roces	11/12/2014 16:20	Maxim Yeremenko	Send PDF	Report	Comparing Report	Edit
1107	7T (7 Teleport Dr, Staten Island, NY) 2FL:H:MOD	09/10/2014 06:04	Cris Santana	11/03/2014 12:57	Dmitri Chizhevsky	Send PDF	Report	Comparing Report	Edit

1 2 3 4

Suggested Sites   Web Slice Gallery

LOCATIONS:

Digital Edge Locations - USA
- ☑ Staten Island, NY
- ☐ Chelsea, NY
- ☐ 60 Hudson, NY
- ☐ 111 8th Avenue, NY
- ☐ Delawanna Ave, NJ
- ☐ Weehawken, NJ
- ☐ Philadelphia-Broad St, PA
- ☐ Philadelphia-Naval, PA
- ☐ Los Angeles, CA
- ☐ Dallas, TX

Other - ☐ _____

Date Performed: 11/18/2014

F — Front of a device	**OK** — No alerts	**PS** — Power Supply Failure
B — Back of a device	**!** — Amber alert for a device	**HD** — Hard Drive Failure
FB — Front and Back of a device	**N/A** — Not Available	**MD** — Missing Device

Device ID	Device	Site	Location	LED Location	Status Light	Notes	Follow-Up Date	Creator	Note
651	metaebus01	All	CERVALIS	FB	☑ Ok				
85	CL2DB1	All	DEVICE NOT RACKED	FB	☑ Ok				
1130	EMC-MGMT	All	G33:043-045	FB	☑ Ok				

Better Control over Hardware Failures

Client: **MarchOfDimes**

Common IT Services Sites Devices Inventory Device Audit Hardware Failures Software Hardware Docs and Maps Backups Monitoring Client IPs Check Points Wiki Tickets CMon Points Email Monitoring Passwords Client Vendors Client Syslog

Hardware Failures

MarchOfDimes ▾   Site: All ▾   Follow-up Start Date: [📅]   Follow-up End Date: [📅]   [Filter]

Client	DeviceId	Device	Site	Location	Latest Audit Date	Uncorrected Occurrences	
MarchOfDimes	1581	MOD-VTRAK-M610I	7T (7 Teleport Dr, Staten Island, NY) 2FL:H:MOD	L33:005-007	9/10/2014 6:04:20 AM	0	Details

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Control Over Purchasing Cycles

Add

	Device ID	Device Name	Device Description	Device Type	Model	Serial #	Contract Number ▼	Vendor	Description	Purchase Date	Contract EOW	Hardware EOL
	Type to search...	Type to search...	Type to search...	Type to search...	Type to search...	Type to search...	Type to search...	Type to search...	Type to search...	Type to search...	Type to search...	Type to search...
Edit Delete	3335	Barbara Laptop	Warranty Info: Confirmation Number: 00043000133920010000205004623531001001 Model Number: SVP1321HGXBI Extended Service Plan SKU: PPSNB3E07 Extended Service Plan Description: 3 Yr Express Ship Protection Plan Plan start date: 12/18/2013 Plan end date: 12/18/2016	Laptop	VAIO Pro 13 Ultrabook SVP1321HGXBI		00043000133920010000205004623531001001		Sony Protection PLUS plan Model Number: SVP1321HGXBI Extended Service Plan SKU: PPSNB3E07	12/18/2013	12/18/2016	
Edit Delete	2824	ECX-NYC-SSLVPN		Firewall	SONICWALL SRA 1200	0017C5B6D754	Serial #: 0017C5B6D754	DELL	DELL SONICWALL		10/12/2015	
Edit Delete	2820	FW01		Firewall	SONICWALL NSA 2400	0017C5D87B08	Serial #: 0017C5D87B08 / 0017C5176CCC	DELL	DELL SONICWALL Warranty Activation Key: GB2CSRW5		10/1/2015	5/1/2019
Edit Delete	2924	ECX-JFK-FW01		Firewall	Dell SonicWALL NSA 2400	0017C5176CCC	Serial #: 0017C5D87B08 / 0017C5176CCC	DELL	DELL SONICWALL Warranty Activation Key: GB2CSRW5		10/1/2015	
Edit Delete	2923	ECX-NYC-C3000		Blade Chassis	BladeSystem c3000 Enclosure	2M213400E6	Serial #: 2M213400E6	HP	BLADESYSTEM ENCLOSURE C3000	9/14/2012	9/13/2015	2/12/2016
Edit Delete	2827	APC02		PDU	AP7901	5A1208E04692	Serial #: 5A1208E04692	APC	APC	2/22/2012	2/22/2014	
Edit Delete	2826	APC01		PDU	AP7901	5A1218E04840	Serial #: 5A1218E04840	APC	APC	3/1/2012	3/1/2014	
Edit Delete	2823	Barracuda Spam & Virus Firewall 300		Firewall	BSF300 A	BAR-SF-369599 D6CB	Serial #: BAR-SF-369599 D6CB	BARRACUDA	Barracuda Spam & Virus Firewall 300	9/20/2012	9/20/2015	
Edit Delete	2846	ECX-NYC-ESX05		ESXI Host	ProLiant DL180 G6	MXQ124084V	Serial #: MXQ124084V	HP	PROLIANT DL180 G6	9/14/2012	9/14/2015	
Edit Delete	2845	ECX-NYC-ESX04		ESXI Host	ProLiant DL180 G6	MXQ1510KNZ	Serial #: MXQ1510KNZ	HP	PROLIANT DL180 G6	9/14/2012	9/14/2015	
Edit Delete	2842	ECX-NYC-ESX01		ESXI Host	ProLiant BL460c Gen8	MXQ2350HRW	Serial #: MXQ2350HRW	HP	PROLIANT BL460C G8 BLADE 1	9/10/2012	9/13/2015	
Edit Delete	2843	ECX-NYC-ESX02		ESXI Host	ProLiant BL460c Gen8	MXQ2350HS0	Serial #: MXQ2350HS0	HP	PROLIANT BL460C G8 BLADE 2	9/10/2012	10/9/2015	
Edit Delete	2844	ECX-NYC-ESX03		ESXI Host	ProLiant BL460c Gen8	MXQ2350HSJ	Serial #: MXQ2350HSJ	HP	PROLIANT BL460C G8 BLADE 3	9/10/2012	10/9/2015	
Edit Delete	2848	ECX-NYC-ESX07		ESXI Host	ProLiant DL380e Gen8	MXQ3450LMX	Serial #: MXQ3450LMX	HP	PROLIANT DL380E G8	11/12/2013	12/11/2016	
Edit Delete	2847	ECX-NYC-ESX06		ESXI Host	ProLiant BL260c G5	USE820B5R1	Serial #: USE820B5R1	HP	PROLIANT BL260C G5 BLADE 4	5/28/2008	6/3/2011	
Edit Delete	2821	ECX-NYC-SW01		Switch	J9145A	SG129IPH2T	SG129IPH34/SG129IPH2T	HP	2910-24G AL SWITCH	1/20/2012	1/20/2012	1/31/2014
Edit Delete	2822	ECX-NYC-SW02		Switch	J9145A	SG129IPH34	SG129IPH34/SG129IPH2T	HP	2910-24G AL SWITCH	1/20/2012	1/20/2012	1/31/2014
Edit Delete	3339	HP LaserJet Pro 400 M401dne Prntr	Product Serial No. - PHGFD56946 Product Number - CF399A Product Description - HP LaserJet Pro 400 M401dne Prntr HP Care Pack Serial Number - X7HRBC9WT458 Expiration Date - 03/12/2018	Printer	HP LaserJet Pro 400 M401dne Prntr	PHGFD56946	U5Z48E	HP	Product Serial No. - PHGFD56946 Product Number - CF399A Product Description - HP LaserJet Pro 400 M401dne Prntr HP Care Pack Serial Number - X7HRBC9WT458 Expiration Date - 03/12/2018	2/19/2015	3/12/2018	

What Can We Do Better

1) Label and inventory all hardware inside Telehouse.

2) Ask clients to allow us to review their hardware for failures on scheduled basis, share reports with clients. Show them the value in receiving these reports on regular basis.

3) Setup follow up process with clients on reports with hardware failures and EOL/EOS warnings.

4) Define the offering, energize marketing.

5) Review financial results on quarterly basis.

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Questions and Answers

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