



Channel only suppliers of Data center professional services

XOR Technologies customer engagement process

Introduction:

This document describes the standard customer engagement process used by XOR Technologies to provide professional services for the data storage channel. XOR use this process to engage with channel partners in providing professional services on their behalf.

Engaging the services of XOR:

Upon obtaining the requirements for a professional services engagement from the end customer, the channel partner can engage the services of XOR as described below:

1. Complete the XOR Technologies scoping form with as much information as possible. If you don't have a scoping form, you can email sales@x-or.co.uk or download it at www.x-or.co.uk
2. Email sales@x-or.co.uk with the completed scoping form and request for a new quote. If you wish to provide us with more information, you can contact the resourcing desk on **0208 736 5884**.

Scoping the requirement:

1. XOR Technologies scoping and resourcing desk will review the scoping form and if necessary and authorised by the channel partner, contact the end customer to obtain more information. XOR Technologies will represent the channel partner during this scoping call.
2. XOR Technologies scoping and resourcing desk will advise the channel partner via email / phone on the availability of a suitable consultant to start the work. If the start date requested by the channel partner cannot be met for any reason, the resource desk will advise the channel partner of the earliest start date when the consultant could be available to start the work
3. Upon acceptance of the start date by the channel partner, XOR will provide a quote for the work with a brief scope of the work enclosed. XOR standard payment terms and cancellation charges would be included in the quote.

To book a resource email us on sales@x-or.co.uk or call us on 0208 736 5882. For more information on our services visit us at www.x-or.co.uk



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Placing an order:

1. If the channel partner wishes to proceed with the quote, an order must be placed with XOR indicating the reference provided on the quote. Purchase orders can be emailed to sales@x-or.co.uk or faxed to +44 (0) 20 8916 0100 marked to the attention of XOR Technologies.
2. Services of an XOR consultant would only be confirmed on receipt of a valid purchase order from the channel partner.
3. Upon receipt of an order from the channel partner, XOR will prepare a complete Statement Of Work (SOW) for review by the channel partner and the end customer as necessary. Any amendments to this would have to be communicated via email to XOR. This SOW would then have to be approved by the channel partner via email before XOR can begin work on the project.

Sign-off:

1. XOR will obtain sign-off from the end customer on our standard timesheet after the work has been completed, as an acceptance of the work that was delivered. If an additional sign-off is required on a different timesheet, this must be sent to XOR via email along with the purchase order.
2. Upon completion of the engagement XOR will issue an invoice for the work along with the signed timesheet to the address mentioned on the PO.

Escalations:

1. In the event of any issues where the end customer requests any work to be performed which is outside the agreed statement of work, XOR will escalate this to you. If you request that this additional work be carried out, these would be on a best efforts basis.
2. In the event of any issues with the level of service received from our consultant, these must be escalated to the Technical director at XOR by phone on 0208 736 5884.

Contact details:

Resource desk: 0208 736 5882,

sales@x-or.co.uk

Technical escalations: 0208 736 5884

www.x-or.co.uk

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