



INTEGRATION CENTER

Pivot Delivers Integration Services for Edge Solutions

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

SERVICE CHANNELS

Integration

Professional

Deployment

Workforce

Managed

SOLUTION DISCIPLINES

Workplace Experience

Application Modernization

Network Optimization

Security Fortification

Cloud & Datacenter Transformation

Customer Experience

SERVICES VALUE STREAM



Assess Design Implement Manage Optimize

FULLY-CONFIGURED & INTEGRATED SOLUTIONS

Pivot 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 Pivot Integration Center enables customers to avoid much of the disruption of an onsite deployment by delivering fully-configured and integrated edge solutions to the data center for plug-and-play installation. These include the MEC Controller and MEC Appliance by Smart Edge, an all-in-one hardware and software solution to decentralize the network and the cloud, enabling computation at the edge of the network. 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. Pivot Integration Center services include:

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

Customization: Each appliance can be preconfigured for the customer's environment, including site-specific settings.

Post Customization: Pivot can apply special application settings, machine naming and password settings 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 MEC hardware has been extensively tested prior to delivery.

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

INTEGRATION CENTER QUICK FACTS

CAPACITY: The main Pivot 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 MEC appliances, imaged computers and asset-tagged printers and monitors to fully configured servers and racks.

DELIVERY: Pivot 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.

Pivot has facilities in Atlanta, GA, Huntington Beach, CA and Galway, Ireland with 246,000 combined sf.

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

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.

QUALITY CONTROL

The Pivot Configuration Request Pipeline (CRP) is a custom software solution that helps the Pivot 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 Pivot Configuration Library with unique "image SKUs" containing customer image approvals, image approval history and custom build docs. That information allows Pivot 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

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.

Pivot 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

Pivot can work with customers to architect integrated solutions and develop customized machine images. Pivot 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 Pivot engineers to connect with the customer's site and run actual workloads in order to fine-tune the configuration prior to deployment.

The Pivot deployment team can meet the preconfigured Smart Edge MEC appliances at the customer's site in order to complete the implementation. Information from the CRP feeds into deployment software to facilitate rapid installation.

Pivot Integration Center services help speed technology deployments, ensure quality and consistency, and reduce costs, complexity and risk. Contact us today to put these proven capabilities to work for your organization.

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