

Intel CTO Tool Q&A – Intel Confidential

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Overview

Q: What is this tool used for?

The CTO tool is used to initiate a quote for any configure-to-order (CTO) Intel Data Center Block (DCB). Upon submission, the configuration will be priced by their selected Disti, and sent back to the reseller for acceptance.

Q: When will this tool be available for use?

The tool will be open for use globally April 2017.

Q: Does this tool replace the previous process for quoting HPC Compute Blocks?

Yes, this is the new process for initiating a quote for any CTO Data Center Block. It replaces the previous Intel HPC configuration spreadsheet and email process, and can also be used to configure the SMB Block, Entry Server Block or SGX Block.

Q: Who can use the tool?

The CTO Tool is designed for resellers, Distis and Direct Accounts looking to purchase a CTO Intel Data Center Block, such as the HPC Compute Block or Entry Server Block. Access requires an ITP Login with NDA credentials.

Q: How do I access the tool?

Access to the tool requires an ITP login with NDA credentials. Links to the tool can be found the following ways:

- ITP Web Site: <http://www.intel.com/content/www/us/en/technology-provider/products-and-solutions/overview.html>
- Intel Data Center Block product pages: www.intel.com/dcb
- Direct link: <https://orderconfigurator.intel.com>

Q: What if I am not an Intel ITP platinum level partner? Can I still get access to the tool?

Yes, if you do not have an ITP login with NDA credentials, you can request access from your Intel Representative.

Q: Does the CTO Tool replace the Server Configurator Tool (SCT)?

Not at this time. The CTO Tool is used to receive a quote for any CTO Intel Data Center Block. The SCT is used to configure a server system from the list Intel compatible products (THOL) and produces a BOM list that can be sent to a Disti for quote and fulfillment.

Q: How long will it take to get my quotation?

The target SLA for processing requests for quotation is within 2 business days.

Q: How does a reseller know when my quote is ready for review?

A reseller will receive notification direct from the Disti that a configuration(s) is priced and ready for review in the portal.

Q: Do I have to use a distributor?

Yes, quote pricing is only available through your selected disti(s).

Q: Who do I contact if I have a problem or question about the tool?

For technical assistance with the tool contact or to get help with login, send email to CTO_Tool_Help@Intel.com. For assistance with product configuration, please contact your Intel representative.

Q: Is there training on how to use the tool?

Training resources and additional information on the CTO process can be found online:

- ITP Web Site: <http://www.intel.com/content/www/us/en/technology-provider/products-and-solutions/overview.html>
- Intel Data Center Block product pages: www.intel.com/dcb

Creating a Quote Request

Q: How do I create a new request?

To create a new quote, you have to connect to the CTO Tool and then click on the '+ Create Quote' button. This will direct you to create a new quote page where you can add products and configure them.

Q: Which Distributor should I select?

You have the ability to select your preferred distributor. Select an Intel Authorized Distributor from your geo in the drop down list provided.

Q: How do I start configuring a product?

On the left side of the quote screen, click on the "+" sign next to desired product in the catalog.

Q: How do I configure a product?

Click the "Gears" icon to configure an item. This will take you a screen with the configurable options arranged in tabs. Click the "Save" icon on the left when done.

Q: In configuration, what does the orange triangle icon with an exclamation mark mean?

It means that certain required characteristic(s) have not yet been specified. All required characteristics must be specified before a configuration is complete. The icon will appear next to the characteristics that must be specified and on tabs that contain such characteristics.

Q: In configuration, what does the red circle icon with the 'X' inside mean?

It means that values assigned to certain characteristic violate predefined rules and the configuration is inconsistent. You must undo recent characteristic selections that caused the inconsistency. The icon will appear next to the characteristics that are inconsistent and on tabs that contain such characteristics

Q: Why don't I see all components in the CONTROL PANEL Summary view?

The Summary view only shows components that were selected by the user in the configurator. Components that are automatically selected by the configuration rules won't show up there. Note that your distributor will receive the full list of components by email.

Q: Can I have multiple configurations of the same server type on a single quote?

Yes. Here are some suggestions.

- a. If you want to start each configuration from scratch, click on the '+' button next to that server type multiple times to create the desired number of items and then configure each item.
- b. If your servers will have some similarities, you can add one server, configure it, save it and make as many copies as you need by clicking on the copy button and then update your copied configurations.

Q: How do I create a copy of an entire quote?

Click the copy icon on the right side of the quote screen. You will then be taken to a new quote page. You can also click on the copy icon of any quote on the dashboard.

Q: Does copying an item copy its configuration as well?

Yes, the copied item has the exact same configuration as the original. You can change the configuration as needed.

Q: How do I request a specific delivery date?

There is the REQ date field in the header where you can set the desired date.

Q: How do I get a price for my request?

When you have entered all required information and completely configured each of your desired systems, click the "Submit" icon on the left side of the quote. The status of your request will change to "Submitted" and it will now appear in the "Submitted" tab of your tool dashboard. Intel will begin the pricing process. The Distributor you selected will then contact you when he is ready with specific pricing for the items you requested.

Quoting Process

Q: Why can't I see the pricing of my quote in the Portal?

Your distributors set the offer price and terms. The Distributor you selected will contact you when specific pricing for the items you requested is ready for review. You can also contact them once your submitted request is set to the "Priced" status.

Q: How do I know when my submitted request is set to "Priced" status?

You will receive an email from Intel at the email address in your tool profile. Your request will now appear in the "Priced" tab of your tool dashboard. If you are viewing a quote, you can click the "Check Status" button to see current status.

Q: How do I request special pricing?

Put an explanation why you believe that special pricing is warranted (e.g. a competitive situation, large installed base, etc.) in the Delivery Note field or the item text field (bubble icon) and then submit (or resubmit) your quote request.

Q: Can I accept only certain items in my quote?

Yes. Since your distributor will be accepting the quote on your behalf, you need to inform them of which item you want to buy.

Q: Can I edit my configurations after my quote has been submitted?

Not directly. Once a request is submitted, all details in the request (except quantity) are locked so that there can be no inconsistency between the configuration that is requested and the configuration that is priced. If you want to change any details in your request, you can copy your quote, make changes to the copy, and then submit the copy. Please reject the originally submitted request if you no longer want pricing for it.

Q: Can I accept a different quantity than I submitted?

Currently yes, although this may change in the future. You should open your Priced quote and then revise the quantity prior to accepting your quote through your distributor.

Q: What should I provide my distributor when I want to Accept quote item(s)?

You should confirm the date at which you want the items to be delivered. Then, confirm the quantity of each of the Accepted items. The distributor will update these upon quote Acceptance.

Q: What happens when a quote expires?

The quote will appear in the Expired tab in your tool dashboard. An expired quote can be copied to a new quote, but it cannot be accepted without first being resubmitted to a distributor. It is possible the feature or pricing changes have occurred since the quote was previously priced.

Q: How can I submit an Expired or previously Rejected quote?

There are two ways of doing this.

- a. Copy the quote to a new Draft Quote. You will have to maintain all the required fields again and then Submit to Intel to get it repriced.
- b. Enter the quote and select the Re-Submit button to return it to Submitted status. Intel will review the quote and make any required updates.

Q: How do I edit or cancel a quote that I previously accepted?

When a quote is accepted, it launches the fulfillment process at Intel and therefore edits cannot be made in the tool. Contact your chosen Distributor to find out if the order can be edited or cancelled.