

## GENERAL

Where is your company headquartered? How many field representatives do you have that can assist with same-day issues?

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How long has your company worked with Higher Education? Do you have use cases or references with Higher Education Institutions?

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## EXPERTISE

What experience does your company have with working with researchers who are utilizing the cloud?

What access to consultation will researchers have? Are there different tiers of consultation?

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Does your company have experience with National Institutes of health or National Science Foundation credits for researchers?

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What experience does your company have with moving Central IT workloads to the cloud?

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## BILLING & ORDER FULFILLMENT

Describe your company's order fulfillment process and turn-around time? \_\_\_\_\_

What is your company's invoice process? Are you able to do re-billing (multiple POs per university)? \_\_\_\_\_

Does your company support electric billing services? (Ariba Network...) \_\_\_\_\_

What states is your company authorized to sell into? \_\_\_\_\_

Do you accept credit cards and blanket POs? \_\_\_\_\_

## SERVICES & CONSULTATION

Do you offer a help desk for simple end user support? \_\_\_\_\_

How many employees does your organization have that specialize in Google Cloud Services? (Big Data, GKE, ML, etc.) \_\_\_\_\_

Are your company's representatives able to come on campus for consultation?

Which areas of expertise do you focus on for consultation? (Genomics, data science, Kubernetes, etc.)