What components need to be added to a remote worker solution? What questions should I be asking my customer to identify what is needed? This chart will assist you in answering these questions and enahnce your trusted advisor status with your customers!

Looking for additional support? Contact the UCC team at UCCinfo@ingrammicro.com or SDS using their interactive menu at https://usa.ingrammicro.com/c/solution-design-and-services.aspx .

SOFTPHONE	VPN	DESKTOP/ LAPTOP	PERIPERALS (KEYBOARD/ MOUSE)	MONITOR	HEADSET	WEBCAM
Is your phone system capable of softphones? What is your current phone system?	What firewall are you connecting to?	What will this be used for? What programs?	Do you need a keyboard/mouse?	What screen size do you need?	What hardware will the headset connect to? e.g. Desk phone, mobile phone, PC, all of the above. For desk phone, please provide make and model information.	What resolution do you require?
	How many VPN connections? IPSEC or SSL?	If desktop, where will it be located/ How will it be mounted?		What resolution is required?	Which wearing style are we looking for? e.g.: Over-the-head; Behind-the-head, over-the-ear, or convertible (comes with accessories for all three)	Do you need this to have a microphone?
If using a cisco phone system:	What devices are you connecting?	How many CPU cores are needed? What speed?		Which input connections are required?	Binaural (two eared) or monaural (one eared)?	Are you connecting this via USB?
What platform and version?		How much memory?		What type of work is being performed?	Are we looking for wired headsets or wireless?	
What licenses do you have? What quantity?		What type of storage (HDD/SSD)? How much?		Do you need any mounting hardware? Articulating?	For a wired solution, do we want an inline audio processor, for greater volume control?	
Do you prefer to upgrade to enhanced plus (for 2 devices) or do you prefer CUWL?		What is it connecting to? What type of connections are needed (HDMI, DVI, etc)?			For a wireless solution, do we want remote call control capabilities? (Answer, Disconnect)	
		Operating System?			For Wireless, will the headset be connecting to the phone only, or phone and PC?	
		Are there any specific chassis requirements? E.g. form factor/ optical drive				

VENDORS *PLEASE NOTE THIS IS JUST A SMALL LIST OF VENDORS THAT MAY FIT IN THIS SPACE						
Cloud phone service providers:	Depends on firewall manufacturer	Dell	V7	LG	Poly	Logitech
8x8 - offer a la carte video conferencing		Lenovo	Logitech	Dell	Jabra	Poly
Ring Central		HP		V7	Sennheiser	Konftel
Intermedia - offer a la carte video conferencing		Asus/MSI/Gigabyte/Acer		Samsung	V7	Microsoft

EXTENSIONS						
For cisco jabber: cisco collab x76476	For cisco: Cisco Security x76695	For Intel NUC: Components x76423	For V7: V7 x77256	For Dell: Dell Desktop and Notebook x76340	For Poly headset: Poly x76125	For Poly webcam: Poly x76125
For a cloud phone service provider: x77099 option 3	For Fortinet: Fortinet x76124	For Dell: Dell Desktop and Notebook support x76340	For Logitech/others: Peripherals x77092	For V7: V7 x77256	For all others: Unified Communications x76064	For all others: Unified Communications x76064
	For any other firewall: Network Security Helpdesk x76102	For Lenovo: Lenovo Desktop and Notebook x76178		For Lenovo: Lenovo Desktop and Notebook x76178		
		For HP: HP Desktop and Notebook x76019		For HP: HP Desktop and Notebook x76019		
		For Microsoft: Microsoft Surface x76291 Option 3		For all other monitors: video/display products x76520		