

パートナー様向けRPQ申請方法

デル・テクノロジーズ株式会社
パートナーセールスエンジニアリング本部

2024年3月

 Dell Technologies

アジェンダ

- [RPQ申請とは](#)
- [RPQ申請フォームの記入方法](#)
- [RPQ申請の手順](#)
- [Dell PowerProtect DDシリーズ RPQ申請手順サンプル](#)



RPQ申請とは

RPQ申請とは？

Request for Product Qualification の略になります。

RPQは、サポートマトリックス適用外の非サポート構成の承認リクエストです。

E-Lab Navigator

<https://elabnavigator.dell.com/elab/elhome>

※RPQ申請をしても承認されない場合もございます。

※RPQは以下の目的ではご利用になれません。

- 個別のお客様向けに対する開発、または開発要求
- Proof of Concept (PoC) の依頼
- 新しい機能のリクエスト
- 導入済のお客様環境に対するサポート依頼
- 製品に対するエンジニアリング側の推奨構成確認

RPQ申請の結果について

※審査結果は次の4パターンで、それぞれ条件などの説明がつきます。
※内容のご確認は、検証部門または弊社案件担当へご相談ください。

Approved

10. EMC Response:
(This section is reserved for the RPQ Review Team only)

This RPQ is approved. [REDACTED]

Conditionally Approved

Conditionally Approved. [REDACTED]

[REDACTED]

Rejected

Decision: Reject

[REDACTED]

No RPQ Required

NO RPQ REQUIRED: [REDACTED]

[REDACTED]



RPQ申請フォームの記入方法

RPQ申請フォーム記載時の注意点

- 英語フォームに**英語での記載**をお願い致します。
- 必須項目の記載漏れがありますと検証プロセスは進みませんのでご注意ください。
特に**OS/Driver等の Version**および**構成図**は必須となっております。
- 回答までに通常10営業日程度を要しますが、1ヶ月以上かかる場合もございますので、
余裕をみてご申請下さい。
※非常に時間がかかるケースが増えておりますので、ご注意ください。
- RPQの対象は相互接続性のみとなっております。
保守期間の延長につきましては、弊社案件担当営業へご相談ください。
- 審査結果内容のご確認は、検証部門または弊社案件担当へご相談ください。

RPQ申請フォーム記入方法

REQUEST FOR PRODUCT QUALIFICATION
EMC Software

Input Window Please click on the "Input Window" if you have not selected any product in the Input Form

Macro needs to be Enabled

DataDomain RPQ Request

Where there is 'REQUIRED' information, it must be provided.
The RPQ cannot be processed unless ALL the required items are addressed.
If a section does not apply, enter "N/A" in that section.

Customer (Sold To):	Required	RPQ #	
Location:	Required	Quote #	Required
		Customer Site ID:	
		Operating Unit	
Sales Rep:	Required	Sales Order #:	
		Date:	

Customer Information:

Bill To Address:		Ship To Address:		Install Address:	
Bill to Code		Ship to Code		Install at Code	
				Required	

Account Team Information
Primary EMC Contacts:

Name	Title	Telephone Number	Email Address
Required	Required	Required	Required

RPQ Submitted by: (May differ from primary contact) (Submitter should provide information)

Name	Title	Telephone Number	Email Address
Required	Required	Required	Required

1. Third Party Information:
Partner/OEM/Reseller Sale: _____
Partner/OEM/Reseller Name: _____
Is EMC to service this configuration? _____

RPQ申請フォームは、製品カテゴリを選択することで、マクロ機能により不要な個所を省くことができます

提出用RPQフォームに必要事項を入力
 ※「Required」フィールドは必ず記載ください
 ※ 英語で記載してください
 ※ 不要な項目は「N/A」と記載してください

以下の項目の記載漏れがないかご確認下さい

3. Exception Details

18. Host Information (該当しない場合はN/Aと記載)

28. Configuration Diagram

※上記情報がないと審査部門にエスカレーションされません

RPQ申請フォーム記入方法（続き）

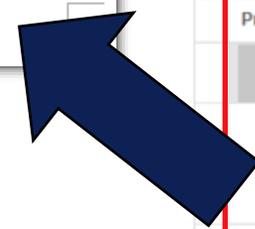
11. Configuration Summary:

(All EMC Hardware and Software available in the Quoting 'Configuration Summary' section must be listed.) (Required)

Status: (Pending/ Sold/ Installed) (Required)

Item:	Qty:	Model:	Description:

「11. Configuration Summary」に、各構成ツール（DSA/DSC）の構成サマリーや、見積り提案書から構成情報を確認し、記載（転記）してください



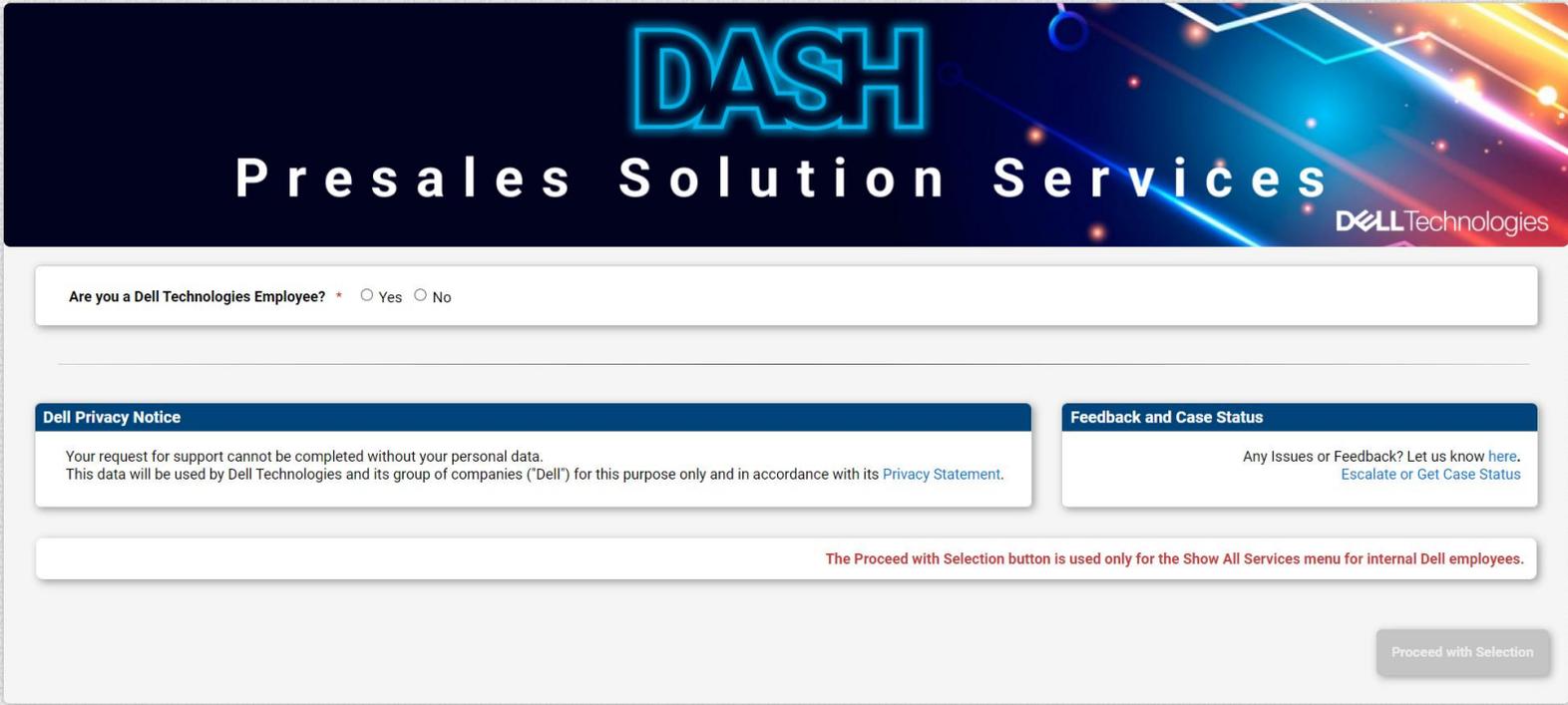
Product	Description	Quantity
⊖ VNX5200	MPC_VNX2	
⊖ SUPPORT		
WU-PREHWE-01	WU-PREHWE-01	1
W-ENHWW-001	W-ENHWW-001	1
M-PREHWE-001	M-PREHWE-001	1
M-PRESWE-001	M-PRESWE-001	1
M-PRESWE-001	M-PRESWE-001	1
⊖ HARDWARE		
VNXBCSM	VNXBCSM	1



RPQ申請の手順

RPQの申請方法

- PSS DASH (<https://dash-dellemc.tfaforms.net/f/dash>) から申請します。申請するとケースが作成され、ケース番号がメールで通知されます。



The screenshot shows the PSS DASH application form interface. At the top, there is a header with the text "DASH Presales Solution Services" and the Dell Technologies logo. Below the header, there is a form with the following elements:

- A question: "Are you a Dell Technologies Employee?" with radio buttons for "Yes" and "No".
- A "Dell Privacy Notice" section with the text: "Your request for support cannot be completed without your personal data. This data will be used by Dell Technologies and its group of companies ('Dell') for this purpose only and in accordance with its [Privacy Statement](#)."
- A "Feedback and Case Status" section with the text: "Any Issues or Feedback? Let us know [here](#). [Escalate or Get Case Status](#)".
- A red text warning: "The Proceed with Selection button is used only for the Show All Services menu for internal Dell employees."
- A "Proceed with Selection" button.

At the bottom of the form, there is a disclaimer: "This engagement portal is intended for DELL Technologies and their partner ecosystem to request support from Presales Center of Excellence - Presales Solution Services (PSS) in selling Primary Storage, Data Protection, Converged Platforms, Solutions and related services."

DASH

Presales Solution Services

DELL Technologies

Are you a Dell Technologies Employee? * Yes No

① Noを選択

Dell Privacy Notice
Your request for support cannot be completed without your personal data. This data will be used by Dell Technologies and its group of companies ("Dell") for this purpose only and in accordance with its [Privacy Statement](#).

Feedback and Case Status
Any Issues or Feedback? Let us know [here](#).
[Escalate or Get Case Status](#)

The Proceed with Selection button is used only for the Show All Services menu for internal Dell employees.

Proceed with Selection

This engagement portal is intended for DELL Technologies and their partner ecosystem to request support from Presales Center of Excellence - Presales Solution Services (PSS) in selling Primary Storage, Data Protection, Converged Platforms, Solutions and related services.

DASH

Presales Solution Services

DELLTechnologies

Are you a Dell Technologies Employee? * Yes No

SALESFORCE DEMOGRAPHICS DETAILS

First Name *

Last Name *

Phone Number *

Email Address *

Use your employer email address.

Counterpart Email Address

Separate multiple email addresses using commas

Theater *

Country *

Start typing for auto-complete

②申請者情報を入力

**「Counterpart Email Address」に、必ず
デル・テクノロジーズの担当営業/SEの
メールアドレスを追加してください**

Dell Privacy Notice

Your request for support cannot be processed without your consent. This data will be used by Dell Technologies.

Feedback and Case Status

Any Issues or Feedback? Let us know here. [Escalate or Get Case Status](#)

The Proceed with Selection button is used only for the Show All Services menu for internal Dell employees.

Proceed with Selection

DELLTechnologies

Counterpart Email Address

Separate multiple email addresses using commas

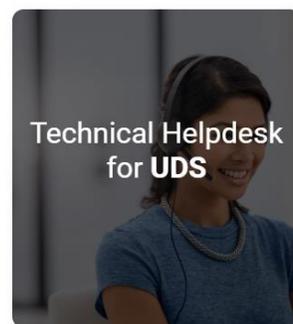
Theater *

Division *

Country *

Start typing for auto-complete

Services for Dell Technologies Partners





PSS RPQ Request Form

RPQ Pre-requisites

Select Product Type *

- APEX
- Integrated Systems for Azure Stack Hub
- Networker
- Data Domain
- Other Products

④ RPQ申請する製品を選択

* Data Domain (PowerProtect DD) の RPQ申請サンプルは、P.18~を参照

RPQ Form # XXX

後でフィードバックする場合に備えて、
RPQ Form # をメモしておく
⇒ P.30【補足②】参照

Proceed

PSS RPQ Request Form

RPQ Pre-requisites

Select Product Type *

- APEX
- Integrated Systems for Azure Stack Hub
- Networker
- Data Domain
- Other Products

Do you have the RPQ Request Form duly filled? *

- Yes
- No

Provide a subject for your request *

Enter Deal ID/
Opportunity Number *

Request Details (Other Products)

Upload RPQ Request Form and any other Supporting Documents *

ファイルを選択 | 選択されていません

[Add another file](#)

Additional Details/Comments

⑤ リストにないストレージ製品は「Other Projects」を選択

⑥ Subjectは、以下を記入
Please assist to proceed a RPQ request for [Enduser Name]

⑦ 作成したRPQ申請フォームをアップロード

DASH

Presales Solution Services

DELL Technologies

Are you a Dell Technologies Employee? * Yes No

SALESFORCE DEMOGRAPHICS DETAILS

First Name *

Last Name *

Phone Number *

Email Address *

Use your employer email address.

Counterpart Email Address

Separate multiple email addresses using commas

Theater *

Division *

Country *

Start typing for auto-complete

Dell Privacy Notice

Your request for support cannot be c
This data will be used by Dell Techno

申請済みのケースのステータス確認
やエスカレーションは、こちらから

Feedback and Case Status

Any Issues or Feedback? Let us know [here](#).
[Escalate or Get Case Status](#)



Dell PowerProtect DDシリーズ RPQ申請手順サンプル

PSS DASH

<https://dash-dellemc.tfaforms.net/f/dash>



WHAT'S NEW IN PSS DASH?

- [Azure Stack HCI](#) is now available for [Cloud Smart Discovery](#).
- [VxRail Flex on Demand](#) and [APEX Cloud Platform for Azure](#) are now available for [Cloud Smart Proposal](#).
- [PowerFlex appliance storage](#) and [VxRail](#) are now available for [Get Efficient Assessments](#).

Are you a Dell Technologies Employee? * Yes No

Dell Privacy Notice

Your request for support cannot be completed without your personal data. This data will be used by Dell Technologies and its group of companies ("Dell") for this purpose only and in accordance with its [Privacy Statement](#).

Feedback and Case Status

Any Issues or Feedback? Let us know here. [Escalate or Get Case Status](#)

The Proceed with Selection button is used only for the Show All Services menu for internal Dell employees.

Proceed with Selection

Issues or Feedback?

This engagement portal is intended for DELL Technologies and their partner ecosystem to request support from Presales Center of Excellence - Presales Solution Services (PSS) in selling Primary Storage, Data Protection, Converged Platforms, Solutions and related services.



- WHAT'S NEW IN PSS DASH?
- Azure Stack HCI is now available for [Cloud Smart Discovery](#).
 - VxRail Flex on Demand and APEX Cloud Platform for Azure are now available for [Cloud Smart Proposal](#).
 - PowerFlex appliance storage and VxRail are now available for [Get Efficient Assessments](#).

No を選択

Are you a Dell Technologies Employee? * Yes No

SALESFORCE DEMOGRAPHICS DETAILS

First Name *

Last Name *

Phone Number *

Email Address *
Use your employer email address.

Counterpart Email Address
Separate multiple email addresses using commas

Theater *

Division *

Country * Start typing for auto-complete

名前、電話番号、メールアドレスなどを入力

SALESFORCE DEMOGRAPHICS DETAILS

First Name *

Last Name *

Phone Number *

Email Address *

Use your employer email address.

Counterpart Email Address

Separate multiple email addresses using commas

Theater *

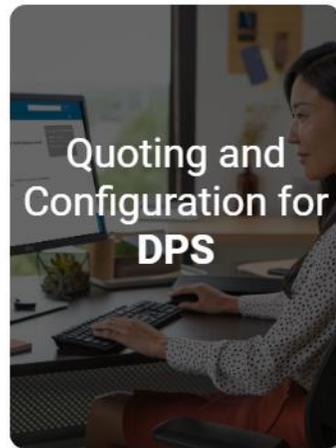
Division *

Country *

Start typing for auto-c

The Presales Solution Services
RPQ Service
をクリック

Services for Dell Technologies Partners



The Presales Solution Services RPQ Service (Request for Product Qualification), is a request for approval/support for a non-standard configuration.

PSS RPQ Request Form

RPQ Pre-requisites

Select Product Type *

- APEX
- Integrated Systems for Stack Hub
- Networker
- Data Domain
- Other Products

You are being redirected:

*You will be redirected to a different portal to submit the RPQ request for the product. Please press **Proceed** to continue.*

Data Domain を選択

後でフィードバックする場合に備えて、
RPQ Form # をメモしておく
⇒ P.30【補足②】参照

RPQ Form # XXX

E-LabのSupport Matrixを
確認済みの場合はチェックを入れる

General RPQ Information

If you have not, you may check it now by clicking [HERE](#) (right click to open in a new tab). RPQs are not accepted until the Simple Support Matrix has been checked first.

If you need assistance, checking the Matrix, you may contact the Presales Center of Excellence (PCoE) Helpdesk by clicking [HERE](#) (right click to open in a new tab) and opening a case in DASH under Tech Help Desk.

Have you checked the e-Lab Navigator Simple Support Matrix? If so, please check the box. *

Please provide your @Dell.com email address *

Please choose the type of RPQ you are submitting

Select or enter value

RPQのタイプを選択

Please provide a subject for your request *

This should be a high-level, single sentence overview of your request

Please provide a detailed description of your RPQ request *

Unlike the subject, this should be a detailed description of what you are looking to have approved or qualified with as much detail as possible to ensure the reviewer understands the request

Do you have a Dell Deal ID number associated with this RPQ request? *

- Yes
 No

Is there another RPQ associated with this request? *

DELLTech

RPQ Req

This form is exclu

In order to streamline the RPQ process and enable the fastest processing possible, please submit only one qualification per RPQ.

RPQs submitted with multiple qualifications will be processed sequentially by engineering. By submitting only one qualification, you enable processing the qualification as soon as possible.

簡潔なリクエストタイトルと、
RPQ申請の詳細な内容を入力

Deal IDの有無を選択

RPQ Request | Data Domain

This form is exclusively to request Data Domain RPQs.

In order to streamline the RPQ processing possible, please submit

RPQs submitted with multiple questions sequentially by engineering. By submitting you enable processing the quality

このRPQ申請に関連する別RPQがある場合は「Yes」を選択

Is there another RPQ associated with this request? *

- Yes
 No

RPQ申請フォームをアップロード

File Upload

Attach any files you may feel are relevant to quickly process your RPQ request.

Drag and drop files here or [browse files](#)

* SVC申請済みの場合は、SVC申請フォームも同時にアップロードする

Dell PowerProtect DDの構成情報を入力

Data Domain Details

DDOS Version? *

DDVE or Appliance? *

- DDVE Appliance

Select the DD Model from the drop-down menu below *

High Availability (HA)? *

- Yes No

OnPrem or Cloud? *

- OnPrem Cloud

RPQ Request

This form is exclusively for use by Dell Support Engineers.

In order to streamline the request processing process, please provide the following information:

RPQs submitted via this form are processed sequentially by email. Once you enable processing, you will receive an email notification when your request has been received.

Extended Supportability
Hardware/Infrastructure Support
Compatibility
DDOS Feature
Upgrade (DD + Applications)
Other

RPQ申請の理由を選択

DDOS with EOL backup application
EOL DDOS with backup applications
Unsupported Application with DDOS
Unsupported client OS with DDOS
OST compatibility with DDBoost
Application support on cloud
Others

リクエストのタイプを選択

High Availability (HA)? *

Yes No

OnPrem or Cloud? *

OnPrem Cloud

Provide the reason for the RPQ by selecting from the drop-down list below *

Compatibility

Compatibility

[Please refer to link for compatibility matrix/ cloud tier compatibility](#)

Please select the compatibility request types *

Select all that apply. If Other is selected, please provide specifics in the Detailed Description section above

Select

Please select the application name from the list below *

If Other is selected, please provide specifics in the Detailed Description section above

Select

What is the Application Version? *

What is the Client OS

If applicable

What is the Client OS Version?

If applicable

Dell Technologies
RPQ Request | Data
 This form is exclusively to request D...
 In order to streamline the RPQ process and enable the fastest...

バックアップソフトを選択

- Networker
- NBU
- Avamar
- PPDM
- Veeam
- Commvault
- Acronis
- Arcserve UDP
- Backup Exec
- Enterprise Vault
- Other

バックアップソフトのバージョン、クライアントOSの情報を入力

プロトコルを選択

- NFS
- CIFS
- Boost
- BoostFS
- VTL
- NDMP

OSTバージョンを選択*

- OST_7.11.0.0
- OST 7.11
- OST_7.10.1.0
- OST_7.10.0.0
- OST 7.10
- OST_7.9.0.10
- OST_7.9.0.0
- OST 7.9
- OST_7.8.0.0
- OST_7.7.5.1
- OST_7.7.4.0

Boost/Boost FSのバージョンを選択*

- 1.0.0.3
- 1.0.0.4
- 1.1.0.1
- 1.1.1.0
- 1.1.1.1
- 1.2.0.1
- 1.2.0.2
- 1.3.0.0-607940

Please select the application name from the list below *
 If Other is selected, please provide specifics in the Detailed Description section above

What is the Application Version? *

What is the Client OS
 If applicable

What is the Client OS Version?
 If applicable

Please select the protocol from the below list *

What is the OST Version? *
 Note: Supported version > = OST_7.2.x (OST v 3.x and 7.1 has reached End of Life)

What is the Boost or BoostFS Version on the Client? *
 Note: Supported version > = OST_7.2 (OST v 1.x and 7.1 has reached End of Life)

Send me a copy of my responses

Submit

*OSTバージョンとBoost/Boost FSバージョンは入力必須項目となっているため、無関係な場合は任意のバージョンを選択



RPQ Request | Data Domain

This form is exclusively to request Data Domain RPQs.

In order to streamline the RPQ process and enable the fastest processing possible, please submit only one qualification per RPQ.

RPQs submitted with multiple qualification requests are performed sequentially by engineering. By submitting one qualification per RPQ, you enable processing the qualification.

自分のメールアドレスに申請内容の
コピーを送りたい場合はチェック

最後に「Submit」ボタンをクリック

What is the Application Version? *

What is the Client OS

If applicable

What is the Client OS Version?

If applicable

Please select the protocol from the below list *

What is the OST Version? *

Note: Supported version > = OST_7.2.x (OST v 3.x and 7.1 has reached End of Life)

What is the Boost or BoostFS Version on the Client? *

Note: Supported version > = OST_7.2 (OST v 1.x and 7.1 has reached End of Life)

Send me a copy of my responses

Email address

Submit

Thank you for submitting your RPQ request. You should receive an email confirmation shortly with your SFDC Case Number.

Within the next three business days you should receive an update regarding the complexity and expected SLA for this RPQ.

If you have any questions or need to escalate this RPQ for any reason, please send an email to PCoE.team.rpq@dell.com with the following information:

1. The RPQ Number (which you will receive shortly)
2. A brief justification explaining the reason for the escalation

Thank you,

-The PCoE RPQ Team

Powered by  smartsheet
Collect and act on data faster with your own forms

[Try it out](#)

RPQ申請がSubmitされると、RPQ # がメールで通知される

【補足①】申請済みRPQの進捗確認やエスカレーション方法

The screenshot displays the DASH Presales Solution Services interface. At the top left is the DASH logo with the text 'Presales Solution Services' and the Dell Technologies logo. To the right, a box titled 'WHAT'S NEW IN PSS DASH?' lists updates: 'Azure Stack HCI is now available for Cloud Smart Discovery.', 'VxRail Flex on Demand and APEX Cloud Platform for Azure are now available for Cloud Smart Proposal.', and 'PowerFlex appliance storage and VxRail are now available for Get Efficient Assessments.' Below this is a form with the question 'Are you a Dell Technologies Employee?' and radio buttons for 'Yes' and 'No'. A 'Dell Privacy Notice' section follows, stating that support requests require personal data. To the right, a 'Feedback and Case Status' section contains a link 'Escalate or Get Case Status' which is highlighted with a red box. A red arrow points from this link down to a 'PSS Case Status' section. This section features an input field for 'SFDC Case #' which is also highlighted with a red box. Below the input field, instructions state: 'Enter the exact 8 digit SFDC case # including leading zeros. Refer to the original email you received from "Presales Solution Services SFDC Response" when the case was created'. A 'Proceed' button is located at the bottom right of the 'PSS Case Status' section.

Are you a Dell Technologies Employee? Yes No

Dell Privacy Notice
Your request for support cannot be completed without your personal data. This data will be used by Dell Technologies and its group of companies ("Dell") for this purpose only and in accordance with its Privacy Statement.

Feedback and Case Status
Any Issues or Feedback? Let us know here.
[Escalate or Get Case Status](#)

The Proceed with Selection button is used only for the Show All Selection menu for internal Dell employees.

PSS Case Status

SFDC Case # *

Enter the exact 8 digit SFDC case # including leading zeros.
Refer to the original email you received from "Presales Solution Services SFDC Response" when the case was created

Proceed

RPQ # を入力することで
ケースごとの進捗確認が可能

【補足②】RPQ # が分からない場合のエスカレーション方法

DASH
es Solution Services
DELL Technologies

WHAT'S NEW IN PSS DASH?

- Azure Stack HCI is now available for Cloud Smart Discovery.
- VxRail Flex on Demand and APEX Cloud Platform for Azure are now available for Cloud Smart Proposal.
- PowerFlex appliance storage and VxRail are now available for Get Efficient Assessments.

Yes No

Feedback and Case Status
Any Issues or Feedback? Let us know here.
[Escalate or Get Case Status](#)

The Proceed with Selection button is used only for the Show All Services menu for internal Dell employees.

Proceed with Selection

Issues or Feedback?

PSS DASH Feedback

Presales Solution Services **PSS**

Contact Information

First Name *

Last Name *

Phone Number *

Email Address *

Additional Details

Form or Service Name *

Form Number *

The form number can be found at the bottom of the form.

Salesforce Case Number

If this feedback is associated with any particular Salesforce case number, please note it here.

Please share any feedback (good or bad) to help improve PSS DASH in regards to the tool, process or user experience: *

メモっておいた RPQ Form # を入力してエスカレーションする

