

GENERAL

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

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

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?

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

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

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.)