

DELLTechnologies

A P E X

Capabilities and Responsibilities for Tier 1 CSP/SI Partners

August 2022 Release

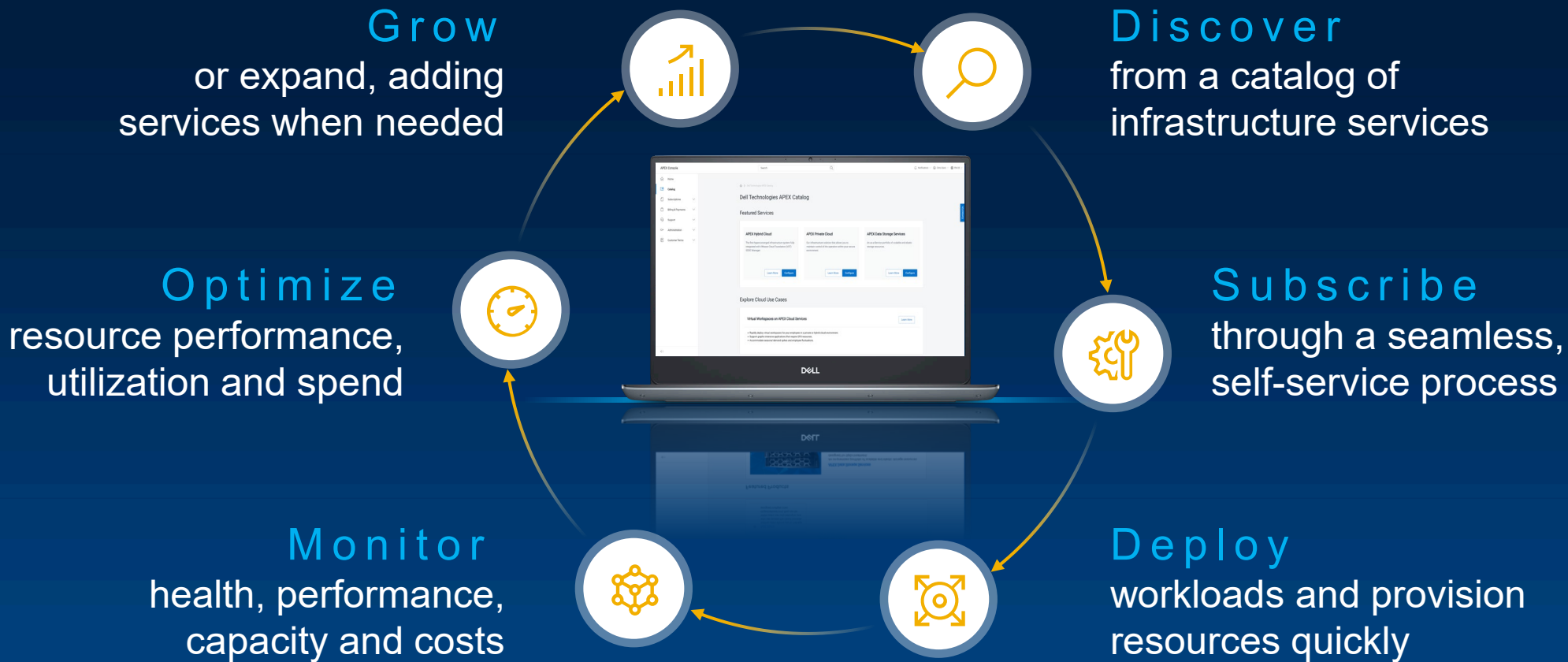
Introduction

The purpose of this document is to answer the question “who can see what in the APEX Console?”

Specifically, it highlights channel sales use cases where a channel partner can have one or multiple clients (resellers, end-customers) that have access to their respective instances within the APEX Console.

APEX Console Journey

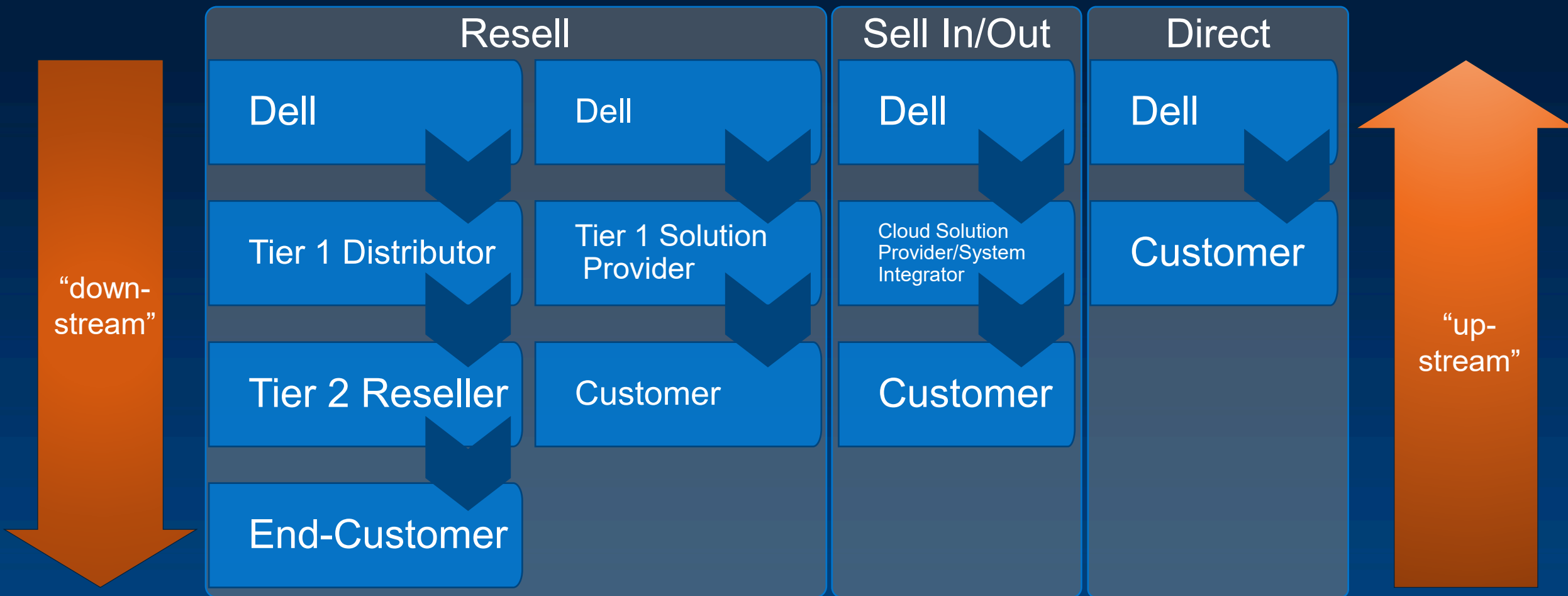
A unified, self-service experience to increase agility, gain insight and maintain oversight throughout the APEX cloud and as-a-service journey.



Terminology

- **APEX Console “Instance”**: Each organization has their own, mutually exclusive APEX Console interface that is accessible only to individuals that have been granted access to by that organization’s admin(s). Each organization’s capabilities with the Console and visibility of existing APEX subscriptions is defined by the sales motion (resale, sell in/out, direct), and their perspective is clarified in the slides of this deck.
- **APEX Console “Perspective” or “View”**: the set of UI elements (a user’s “view” of the Console) that are visible to a given partner type based on how they interact with APEX Offers, their clients, and Dell Technologies.
- **Partner Track**: the combination of sales motion and partner type that defines a perspective within the Console capabilities for Commerce and Lifecycle Services (e.g., Resale: Distributor, Resale: End-Customer, Sell In/Out: Customer, etc.)

Terminology – “downstream/upstream”



Summary: Tier 1 CSP/SI → Customer

	Tier 1 SP	Customer
Browsing the APEX catalog		
Learn about the APEX offers	Yes	No
Subscribe to APEX services		
Configure draft orders and see pricing	Yes	No
View draft orders created by T1 SP	Yes	No
Place orders	Yes	No
Oversee active services		
View Active Subscriptions (once order is placed)	Yes	No
View Current Costs, billing documents	Yes	No
View Telemetry Reports (Flex on Demand only)	Yes	No
View system health metrics/CloudIQ (ADSS only)	Yes	No
Access to element managers (i.e., vCenter, PowerStore Manager)	Yes	No
Support		
View support contacts	Yes	No
View/Create Support Requests	Yes	No
View/Create Incident	Yes	No
View Documentation	Yes	No
View Cust terms	yes (Apex Agreement)	No, customer does not have to agree to APEX terms
View Console Status	Yes	No
Administrative		
Create and Manage Users, Roles & Permissions	Yes	No
View/Create Sites	Yes	No
View Audit Log	Yes	No

Cloud Service Provider/Systems Integrator

Sell In/Sell Out Dedicated Sales Motion

Definition: Cloud Service Provider/Systems Integrator Sell In/Sell Out Dedicated

- Cloud Service Provider (CSP): Outsourced IT Provider of cloud capacity who purchases capacity and holistically manages IT on behalf of a customer.
 - Manages full IT lifecycle for all IT portfolio needs on behalf of a customer
 - Customer does not have access to any portion of subscription commerce or Lifecycle management of services within the APEX console or through Dell tools directly
- System Integrator (SI)
 - Manages full IT lifecycle including support on behalf of a customer for a given subscription, asset, or application but not entire customer IT portfolio or IT needs.
 - Customer does not have access to any portion of subscription commerce or Lifecycle management of services within the APEX console or through Dell tools directly

Tier 1 Cloud Service Provider/System Integrator Resell FAQ:

What is the Tier 1 CSP/SI experience inside the APEX Console?

What is the Customer experience inside the APEX Console for resale?

What does the Catalog page enable in the APEX Console?

Who can interact with the Catalog in the APEX Console?

Who can configure new subscriptions in the APEX Console?

Does the APEX Console provide a quote for APEX services to the customer?

What are best practices when creating a draft order?

Who can view saved draft orders in the APEX Console?

When does a new service become an “Active Subscription”?

Does the End Customer have to take any action on a new resell subscription?

Can the Customer see pricing for APEX services procured by a T1 CSP/SI?

Who can request a capacity expansion for existing Active Subscriptions?

When does billing begin for an APEX subscription?

What billing information is available in the APEX Console? Who has access to this information?

Are Customers billed or invoiced through the APEX Console?

Can invoice details be exported from the APEX Console by the Tier 1 Partner?

Who can view system health metrics for deployed APEX Data Storage Services (ADSS) subscriptions?

Can system health metrics be filtered by Customer?

Who has access to element managers (e.g., vCenter, NSX Manager, etc.) for APEX subscriptions?

Who has access to support features in the APEX Console?

Who manages users for each organization in the APEX Console?

Can sites be shared between APEX Console views (e.g., can a T1 CSP see sites created by a Customer in their view of the Console)?

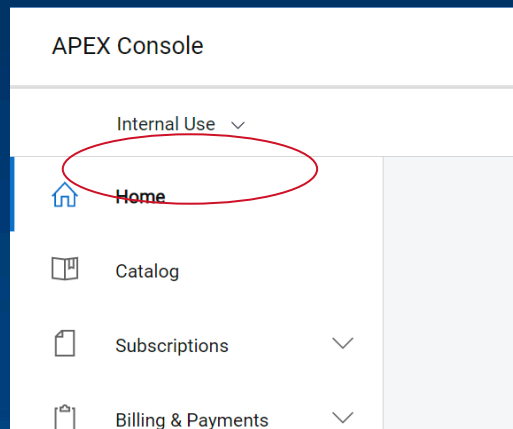
Who can create and update Site Surveys?

Can Customers with Console access see a Tier 1 CSP/SI partner’s Sites?

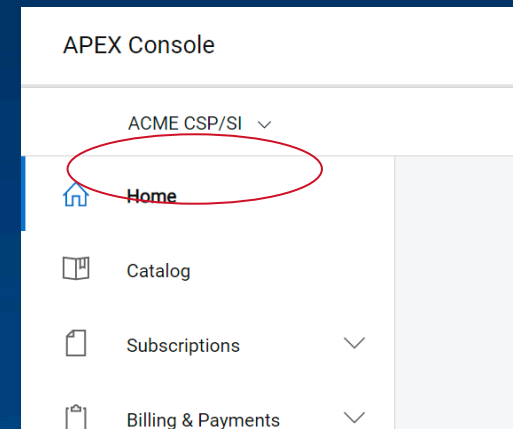
What is the Tier 1 Cloud Service Provider/Systems Integrator experience inside the APEX Console?

- The Tier 1 CSP/SI has the responsibility for all aspects of an APEX service, including those managed through the APEX Console.
- The Tier 1 CSP/SI can configure and order new APEX services through the APEX Console. When doing so, they have the option to:
 - Associate a particular service subscription with a specific customer by “naming” that customer when creating the subscription
 - Choose not to associate a service subscription with any customer. This case supports multi-tenant use cases.
 - Create a new subscription for an APEX service intended to be used by the T1 CSP/SI for their own business needs (i.e., not for a customer/client).

Console view for APEX service for CSP/SI internal applications.



Console view for APEX services for CSP/SI client/customer applications.



Tier 1 CSP/SI → Customer

Browsing the APEX Catalog

Explore APEX offers

'Learn More' pages

Creating Subscriptions Thru Resell

Configure new service subscriptions

View offer pricing

'Configure' buttons

Place orders

View Draft Orders created by disti

View Details of Active Subscriptions

View Active Subscriptions (after ordering)

View current costs
View billing documents

Using and Monitoring Deployed Services

View telemetry reports

Flex on Demand only

View system health metrics

APEX Data Storage Services only

Access to element managers (e.g., vCenter, PowerStore Manager)

Support Services and Documentation

View support contacts

View/create support requests

View/create incident

View documentation

Administrative Tasks

Manage users, roles, & permissions

View/create sites

View Audit Log

General

View terms

APEX Agreement

View Console status

Enabled

Disabled

Tier 1 CSP/SI → Customer

Browsing the APEX Catalog

Explore APEX offers

'Learn More' pages

Using and Monitoring Deployed Services

View telemetry reports

View system health metrics

Flex on Demand only

APEX Data Storage Services only

Administrative Tasks

Manage users, roles, & permissions

View/create sites

For this sales motion, the customer does not have access to the APEX Console by default.

Creating Subscriptions Thru Reseller

If they are onboarded as a "Direct" customer of Dell, they will not see any services for the subscriptions purchased by a CSP/SI

Support Services and Documentation

The CSP/SI can name the customers they are creating an APEX subscription on behalf of within the Console if the service will be dedicated for that customer and the CSP/SI elects to do so.

View Details of Active Subscriptions

View Active Subscriptions (after ordering)

View current costs

View billing documents

View/create incident

View documentation

General

New Console status

What does the Catalog page enable in the APEX Console?

Users can “Learn More” about and “Configure” new subscription to APEX services.

Who can interact with the Catalog in the APEX Console?

- Only the CSP/SI can “Configure” an offer “create a draft order”.
 - Customers will not have the ability to “Configure” an offer, see pricing, view draft orders created by their tier 1 partner, or place an order from Dell within the console.
- **NOTE:** if a customer has been onboarded as a “Direct” customer of Dell, their view of the Console will include the ability to configure and see list pricing for “Direct” subscriptions. These subscription are isolated from any CSP/SI draft orders or subscriptions and there is no visibility between the two.

Catalog

APEX Console

Cloud Service Provider Cloud Service Provider - (US)

Home

Catalog

Subscriptions

Billing & Payments

Support

Administration

Customer Terms

Select a Customer

Add a Customer No customer selection

Search

Customer Name	Billing Address	City	State	Zip Code	Primary C Action
Nike	10123 Address St.	Boston	MA	10100	tom.richar Select
Customer Partner Sm...	10121 Address St.	Los Angeles	CA	90100	bob@cosr Select
Partner's Big Customer	10121 Address St.	Los Angeles	CA		
Customer XYZ Partner	10123 Address St.	Chicago	IL		

Contact Us

CSP/SI user is prompted to select a customer to configure services on behalf of but can choose not to associate a given service with a single customer if necessary.

The "breadcrumb" indicates the customer for the current view (e.g., quoting, metrics, etc.)

APEX Console

Cloud Service Provider Cloud Service Provider - (US)

Selected Customer: No customer selected [Edit](#)

Home > Dell Technologies APEX Catalog

Dell Technologies APEX Catalog

Contact Us

Featured Services

APEX Cloud Services with VMware Cloud

On-premises cloud infrastructure as-a-

APEX Hybrid Cloud

The first hyperconverged infrastructure system fully integrated with VMware Cloud Foundation (VCF) SDDC.

APEX Private Cloud

Our infrastructure solution that allows you to maintain control of the operation within your secure

Who can configure new subscriptions in the APEX Console?

- Only the CSP/SI can "Configure" an offer to create a "draft order".
 - Customers will not have the ability to "Configure" an offer, see pricing, view draft orders created by CSP/SI inside of their console view (if they have access) or place a resell order within the console.

Does the APEX Console provide a quote for APEX services to the customer?

An APEX Quote from Partner(s) must be provided to the customer by the partner outside of the console. This is not orchestrated from within the APEX console today and happens outside of the APEX console on Partner quote tools.

What are best practices when creating a draft order?

Create a unique order name - we recommend using location in the naming convention. Note that the name will follow the subscription/capacity through Dell systems into order process and billing systems.

Subscribing to APEX – Configuring Subscriptions

Only Tier 1 CSP/SI can:

- configure subscriptions to offers
- see Dell/APEX pricing of a subscription configuration
- save an order as a draft or view draft orders
- and/or place an order to Dell.

NOTE: Quotes for APEX services from the CSP/SI to a customer must be provided to the customer by the partner outside of the Console environment.

Create New Order

APEX Data Storage Services

Where are you deploying this service?


Your selection will determine service pricing. You will provide site details regarding your deployment location at the end of the order configuration process.

On-premises site


Dell-managed colocation ⓘ

Select your data service

Choose the data service that best supports your workloads. Once you've selected your data service, you'll have the option to determine your performance, base capacity and term.



File Services



Block Services

Customers can start benefitting from APEX Data Storage Services in as few as 14 days.

Order Information ✎

Country
United States

Name
New ADSS

Service Type

Storage Performance

Base Capacity

Subscription Term

Site Information

Deployment Survey

Review Order

Who can view saved draft orders in the APEX Console?

Only the T1 CSP/SI can view "Draft Orders" created by the T1 CSP/SI or place an order from Dell within the console.

- T1 CSP/SI can export a CSV (database type file) with the appropriate subscription information – Configuration, Site, Site Survey data to ingest into systems to produce a quote.
- In the future (TBD Date) APEX Console will also provide XML and Excel Draft order quote data export capabilities to support Partners as a stop gap as Dell works toward outcome-based API model.

Subscribing to APEX - Drafts

Customers will not see subscription details in the APEX Console when purchasing directly from a CSP/SI.

APEX Console

Cloud Service Provider Cloud Service Provider - (US)

Subscriptions > Draft Orders

Draft Orders

Search

Order Name	Order #	Status	Created By	Creation Date	Expiration Date	Est. Total
ICB Draft Order 73...	28427909	Saved	Lyda Wilkinson	2/12/2022	5/22/2025	\$31
TOFINO ACS Draft ...	6859730		john_doe18@...	11/15/2021	12/23/2025	\$60
ICB Draft Order 19...	26319722	Order Placed	Ransom Russel	12/6/2017	6/2/2025	\$78
ICB Draft Order 53...	29614691	Saved	Ahmed Oberbr...	2/24/2019	9/2/2022	\$24
TOFINO ACS Draft ...	407116		john_doe@exa...	10/20/2021	8/25/2022	\$16
ICB Draft Order 76...	18302400	Pending App	Hannah Wolff	3/26/2022	7/7/2024	\$44
TOFINO ACS Draft ...	4003076	Pending App	john.doe@exa...	4/23/2020	6/19/2022	\$86

Review Order

APEX Private Cloud

Print Export as CSV

Order Summary

Name	With VCF	Created By	Estimated Monthly Total
test	No	APEXdisti1@emconlinesupport.com	\$3,702.90

Enterprise License

No

Cluster 1

Name

test1

APEX Private Cloud comes with the latest versions of vSphere/vSAN 7.x

Block Group 1

Instance Type	Storage Type
Compute Optimized	All NVMe

Instance Capacity	Storage Capacity	Nodes / Height	Sockets	Power Requirements	Total Memory	Instance Price /Month	Line Total
C-50 (Primary)	65 TB	3 / 3U	6	1824 W	2304 GB	\$74.06	\$3,702.90
Total	65 TB	3 / 3U	6	1824 W	2304 GB	Sub Total	\$3,702.90

When does a new service become an “Active Subscription”?

- A Draft Order (quote) for a T1 CSP/SI becomes an Active Subscription and factory built/scheduled for deployment when the tier 1 partner provides payment information and terms are accepted in the APEX console.

Does the End Customer have to take any action on a new resell subscription?

- No. T1 CSP/SI APEX subscription are transparent to the customer, who is not required to have APEX Console access.

Can the Customer see pricing for APEX services procured by a T1 CSP/SI?

- No, only the T1 CSP/SI can see pricing associated with the subscription view. A Customer cannot view pricing from Dell unless they have also been onboarded as a “Direct” Dell customer. In this case, list pricing is visible.

Who can request a capacity expansion for existing Active Subscriptions?

- Only a T1 CSP/SI can "Add Capacity" for the current subscription

Overseeing Active Services

The screenshot displays the APEX Console interface. The top navigation bar includes 'APEX Console', 'Feedback', 'Notifications', 'Demo Administrator', and 'EN/US'. The main content area is titled 'Active Subscriptions' and features a search bar and an 'Export as CSV' button. A table lists active subscriptions with columns for Solution Name, Type, Agreement ID, Status, Start Date, End Date, Install at Address, and Actions. A modal window titled 'Subscription Details' is open, showing a table with subscription information.

Solution Name	Type	Agreement ID	Status	Start Date*	End Date*	Install at Address	Actions
Tofino Example	Fixed Rate	5367401	✓ Solution Ava	5/31/2021	3/31/2024	LEANDER	...
Austin Block S...	Usage Based	5367402	✓ Solution Ava	5/31/2021	3/31/2024	LEANDER	...
West-1 Seattle...	Fixed Rate	5367404	✓ Solution Ava	6/8/2021	11/29/2023	SEATTLE	...
East-1 Seattle ...	Fixed Rate	5367403	✓ Solution Ava				...

Subscription			
Order Name	Start Date	Total Term	Minimum Committed Amount
Test	N/A	12 months	\$212,168.00
Agreement ID	End Date	Remaining Term	Remaining Committed Amount
33225118	N/A	12 months	
PO Number	Data Services		N/A
N/A	File		

- Only CSP/SI can view active subscriptions and configuration details once an order is placed
- Only the CSP/SI can see pricing details (minimum and remaining committed amount, itemized breakdown, etc.)

When does billing begin for an APEX subscription?

- Once a subscription draft order becomes an order and is activated (deployed) the subscription and agreement will start the current costs cycle for Billing which will close and become an invoice on the 4th day of the following month.

What billing information is available in the APEX Console? Who has access to this information?

- For the Tier 1 CSP/SI, the Current Costs section of the console tracks the usage and costs for the current month. Billing Section addresses the actuals after billing period close.
- Only the Tier 1 CSP/SI will be able to view/see current costs (usage tracking) and invoices (Billing) for the subscription ordered.
- The customer view will not have any billing view for a subscription ordered by a Tier 1 CSP/SI.

Are Customers billed or invoiced through the APEX Console?

- No, the Tier 1 CSP/SI will send any bills/invoices outside of the console to the end customer
- The Tier 1 CSP/SI will be able to view the name of the Customer associated with a subscription in the invoice table view and invoice detail view to simplify offline billing/invoicing ONLY for APEX subscriptions they have dedicated to a single customer, ONLY IF the Tier 1 CSP/SI has chosen to name the customer in the Console.

Can invoice details be exported from the APEX Console by the Tier 1 CSP/SI?

- Yes, T1 CSP/SI can export a PDF or XML file of the invoice details specific to a subscription (customer)

Overseeing Active Services – Costs & Billing

Current Costs

Billing Period 7/1/2022 - 8/1/2022

Bill Date: 7/4/2022, Due Date: 8/4/2022

Bill Plan ID	Payment Method	Estimated Amount Due*	Actions
BP1-668105	30 Days Inv.	\$0.00	
Subscription Services	Customer Name	Reseller Name	Subtotal
PIT_TEST_PARTNER	N/A	USPARTNERINTERNALTEAMSPAUTH	

Billing [Export as CSV](#)

Search:

Date ↓	Number	Total	Status	Type	Actions
2/22/2022	6013086908	-\$16,232.61	✓ Paid	Credit Memo	...
2/22/2022	60130869514	-\$20,674.75	✓ Paid	Credit Memo	...
1/13/2022	60130334711	-\$20,674.75	✓ Paid	Credit Memo	...
1/13/2022	10551632231	\$20,674.75	✓ Paid	Invoice	...
1/12/2022	10551590668	\$20,674.75	✓ Paid	Invoice	...
1/12/2022	10551400910	\$16,232.61	✓ Paid	Invoice	...

1 To 6 Of 6 | Page 1 Of 1

Only the CSP/SI can see current cost breakdown and access billing documents (e.g., invoices, credit/debit memos)

Who can view system health metrics for deployed APEX Data Storage Services (ADSS) subscriptions?

- Only the T1 CSP/SI can view system health metrics for deployed APEX services in the APEX Console.

Can system health metrics be filtered by Customer?

- Yes, T1 CSP/SI users in the Console are prompted to select a Customer in order to view Metrics. All APEX subscriptions that the Partner has deployed, dedicated to, and associated with a given Customer will show in the data. The partner user can select individual APEX subscriptions within the APEX Console to view details or launch CloudIQ to view additional details of the holistic set of subscriptions. This will be reflected in the breadcrumb at the top of the page:



Overseeing Active Services – Monitoring

Support

Metrics

Below is an overview of your system's health. Click on View Health Details for more comprehensive details on system health scores and performance data.

Health Metrics

Good: 95 - 100 Fair: 71 - 94 Poor: 0 - 70

[View All Systems Health](#)

Health Score	Service	System
100	APEX Data Storage Services	APEX Block Storage
95	APEX Data Storage Services	Austin File Storage
100	APEX Data Storage Services	San Francisco File Storage

System Health Score

APEX Block Storage
APEX Data Storage Services | ELMISFAGEF789

Subscriptions

Billing & Payments

Current Costs

Billing

Telemetry Reports

Support

Administration

Customer Terms

Flex on Demand Usage Summary

Capacity Consumption

View your Usage by Product, Location and More

Product: Selected (3) Sort By: Alphabetical

Select Billing Period: Month: October Year: 2021 [Apply](#)

Isilon PowerStore VxRail

Committed On-Demand Consumed Capacity Available Capacity Near Full

Prisma FoD Amend 1 Sched 01 Isilon H500 PROD Midlands SC GREENVILLE, South Carolina US Total Capacity 2,799,103.66 GiB	Consumed Capacity 1,766,196.79 GiB (37% Free)
Prisma FoD Amend 1 Sched 02 Isilon H500 DR Midwest, IL CHICAGO, Illinois US Total Capacity 2,799,103.66 GiB	Consumed Capacity 1,357,960.89 GiB (11% Free)

2 Total Items Page 1 of 1 Rows per page 10

Only CSP/SI can view system Health Metrics for APEX Data Storage Services subscriptions and Telemetry Reports for APEX Flex on Demand contracts through the Console

Who has access to element managers (e.g., vCenter, NSX Manager, etc.) for APEX subscriptions?

- Only the Tier 1 CSP/SI is granted access to service element managers.

Overseeing Active Services – Element Managers

Example: APEX Cloud Services with VMware Cloud

The screenshot displays the Dell APEX Cloud Services interface. On the left is a navigation sidebar with options: Home, Catalog, Subscriptions (expanded to show Active Subscriptions, Draft Orders, and Order History), Support, Administration, and Customer Terms. The main content area shows details for a service at '1 DELL WAY, Round Rock, TX, United States'. It includes a 'Site Details' section with shipping and installation addresses (701 E PARMER LN, Austin, TX, United States). Below this is the 'Current Configuration' section, which is currently 'Active' and contains two links: 'Open NSX-T Manager' and 'Open vCenter'. An 'Itemized List' section follows, showing a table for 'cluster1' with columns for Instance Type, Memory Optimized, Instance Quantity, Storage Performance, Balanced, and Storage Capacity. The table shows 384 instances and 161 TB of storage capacity. A 'Download as PDF' button is located to the right of the table.

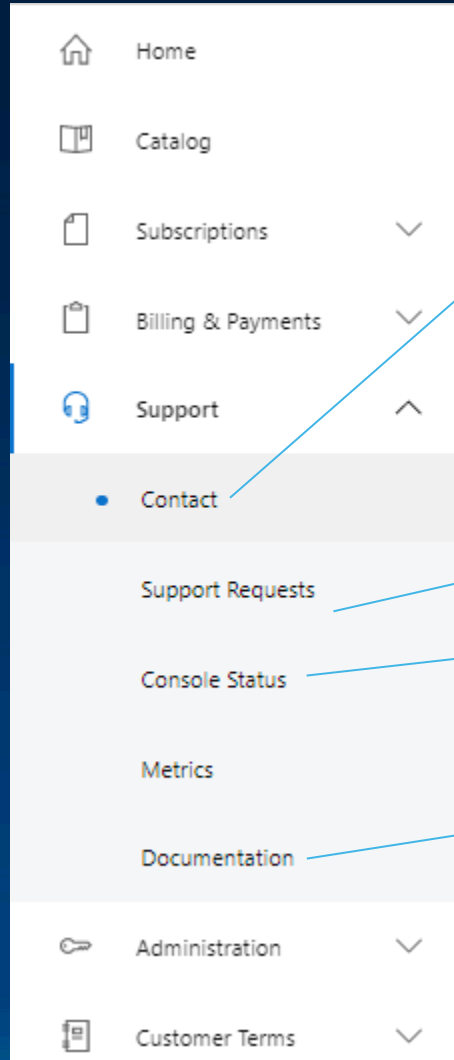
Instance Type	Storage Performance
Memory Optimized	Balanced
Instance Quantity	Storage Capacity
384	161 TB

Only CSP/SI is granted access to service element managers (i.e., vCenter, PowerStore/ PowerScale Manager, NSX Manager)

Who has access to support features in the APEX Console?

- Only the Tier 1 CSP/SI has access to support features through the Console.

Support and Documentation



The CSP/SI has access to contact details for Dell representatives and their own APEX Console administrators.

The CSP/SI can view and create support requests on for APEX subscriptions they have created.

The CSP/SI can view the current status of the Console.

The CSP/SI has access to APEX documentation via the Console.

Who manages users for each organization in the APEX Console?

- Identity and Administration allows each organization to structure their APEX console independently. Partners and Customers can uniquely add users with permissions independently allowing grouping users with similar functionality into roles. Roles can be console created or custom created. Users + Permissions grant view/action capabilities within the console.
 - **Administrator:** Organization User invited to the console post onboarding process. Responsible for creating organization roles (Permissions) and adding users within the organization to the Apex Console to create Apex organization structure. Super User.
 - **Users:** people within the org structure that are part of your organization or work within your organization. Required to have valid email address. Users have permissions which allow them to view or take actions within the Apex Console. Admin users can invite users and associate permissions/role to invited users. Who will be part of your Apex cloud team?
 - **Roles:** The grouping of users with similar/ or identical permissions and console activities. Naming convention for grouping of users. How do you want your user's grouped? Cloud Architects, Finance, Presales Engineers, etc.

Administrative Tasks – Identity Management

The screenshot shows the 'Users' management page in a console. It features a navigation bar with tabs for 'Organization', 'Users', 'Groups', and 'Roles & Permissions'. Below the navigation is a search bar and a table of users. The table has columns for Name, Email Address, Organizational Unit, Groups, Roles, Status, and Actions. Three users are listed: Jason, Alex... (Invited), Shlomi, Zar... (Invited), and Laura, Dub... (Active).

Name	Email Address	Organizational Unit	Groups	Roles	Status	Actions
<input type="checkbox"/> Jason, Alex...	Jason_Alexande...	None	None	Dell Sales	Invited	...
<input type="checkbox"/> Shlomi, Zar...	Shlomi.Zaretski...	None	None		Invited	...
<input type="checkbox"/> Laura, Dub...	Laura.Dubois@d...	None	None	Dell Sales	Active	...

The screenshot shows the 'Audit Log' page. It includes a search bar, an 'Export as CSV' button, and a table of audit events. The table has columns for Timestamp (Local), Function Area, Category, Description, and User. Three events are shown, all occurring on 6/24/2022 at 3:19:12 PM, involving user access to the APEX console.

Timestamp (Local)	Function Area	Category	Description	User
6/24/2022, 3:19:17 PM	Identity	User	User accessed the APEX ...	dell.democloud@outlook...
6/24/2022, 3:19:12 PM	Site Survey	Survey Response	Survey response id 62b6...	dell.multidcn.orders.test...
6/24/2022, 3:19:12 PM	Identity	User	User accessed the APEX ...	apex.test.sales.agent4@...
6/24/2022, 3:18:49 PM	Identity	User	User accessed the APEX ...	dell.multidcn.orders.test...

- The CSP/SI is responsible for managing their organization’s set of users, groups, roles and permissions in the Console.
- Users, groups, roles and permissions cannot be managed on behalf of another organization.
- Audit log shows Console activity only for the CSP/SI organization.

Can sites be shared between APEX Console views (e.g., can a Tier 1 CSP see sites created by a Customer in their view of the Console)?

- Yes, sites are an area of collaboration for Partners and Customers.

For example:

- “Upstream” partners can create sites on behalf of their “downstream” customers.
- Partners or customers "Downstream" who add sites and site surveys in the APEX Console can be used by Tier 1 Partners in the subscription flow.

Who can create and update Site Surveys?

- Only the Tier 1 partner can create and update Site Surveys at this time. They can create/update Sites and Site Surveys on behalf of themselves and their downstream partners/end customers.

Can Customers with Console access see a Tier 1 Partner’s Sites?

- No, Customers cannot view/manage "Upstream" organizations sites (Distributors, Solution Providers).
- “Downstream” customers cannot view/manage "Upstream" organizations sites but are allowed to view/manage their own sites and sites of any “downstream” organizations.

Administrative Tasks - sites

The CSP/SI can view and create sites on behalf of themselves and their downstream customers.

Sites

The list of Sites includes all Ship to Addresses associated with your Organization's Dell Account, including installation locations for Cloud services. Existing locations that are not yet identified as Cloud service locations are listed below as unavailable and can be made available under "Actions" below.

[Create New Site](#)

Search

Site Name	Customer Name	Address	City	Country	Status	Actions
z	APEX Example ...	Z, AL	Z	United States	○ Pending	...
Wenfeng Li	APEX Example ...	Wenfeng Li, NY	Shanghai	United States	○ Pending	...
Universal Lighti...	APEX Example ...	1430 Wall Tri...	Madison	United States	○ Pending	...

The Tier 1 CSP/SI Console will also show customer sites/site surveys if that customer has been onboarded to APEX Console and has created sites/site surveys.