

Orders, Subscriptions, and Services for APEX

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After your organization and administrator account are established within the APEX Console, you can create orders, save order drafts, and perform expansions as your offer allows.

Order naming

When ordering your APEX solution, be sure that your order has a unique name. Never use same name for different orders. For example, to create a unique order name, you can include your company name, date of deployment, and deployment location. When you renew your APEX solution subscription, the unique name carries over to your renewed subscription. If you update your subscription with new levels of services, your updated subscription gets a new unique name. If you cancel your subscription, the unique order name is decommissioned.

Order process personnel

The order process can involve several different people from your company:

IT administrator	This team member works with your Dell Customer Success Manager (CSM) to define your requirements.
Site administrator	This team member completes the site survey needed if you are purchasing an offer that includes hardware, and you have elected to host it yourself.
Financial manager	This team member can approve the draft and final order.

Order process

The ordering process involves the following steps:

1. Selecting the services and terms.
2. Setting up the billing information.
3. Completing the site survey if you are hosting a hardware component.
4. Placing the APEX solution order.

After you have confirmed your order, you can track it in the console until Dell Services activates all the subscription services.

From the **Active Subscriptions** area of the APEX Console, you can add capacity to your subscription services.