

*Preliminary questions for  
the sales team*

# INTRODUCTION #:

There is a growing demand for KVM solutions in all industries around the world. It is therefore important to understand the function of the KVM system in order to offer the customer an optimal solution.

The first contact persons with the customer is the sales team. Therefore it is important that the sales team already clarifies with the customer which products and design is optimal for the applications.

## **We keep it simple**

We have compiled this guide and checklist precisely for the sales team, so that the preliminary questions of the customer are clarified very quickly and you can reach your goal and sales success much faster.

It saves a lot of time and travel expenses and the sales team is one step ahead of other competitors.

In this guide we have listed basic questions that are needed to create a design.

With the checklist you also create confidence and security with the customer that you have exactly the right solution. Have fun and success!

*Let's connect!*  
KVM can be so *simple*  
kvm-tec 

# Short list

## 20+1 questions for designing a perfect KVM solution

- 1 # Number of workstations/server/laptops that are in the IT Infrastructure ?
- 2# Number of operator's screens
- 3# Video output port types on workstations / server / laptops?  
add: select the port combination
- 4# Video output port types on operator screens?  
add: port combination
- 5# Is a preliminary design / floor plan available to share with the SI/Channel partner?
- 6# Is the solution a Matrix Switching system or point to point ?  
add: number of endpoints in the Switching System
- 7# Minimum number of USB port required at operator end?
- 8# Is there a requirement for USB 2.0 storage device extension?
- 9# Sound required
- 10# RS232 required - if yes define the purpose of the RS232 port requirement

- 11# What is the distance between the workstations / server / laptops to the operator Screen?**
- 12# Define the number of screens per operator.**
- 13# Is the Mouse Glide & Switch feature required?**
- 14# Is the 4K Multiview Commander required ? ( Quad View)**
- 15# Is there are a requirement for both (4K Multiview Commander and Mouse Glide & Switch) ?**
- 16# Define the number of monitors in this configuration.**
- 17# Are there any virtual servers in the IT infrastructure which need a KVM connection ?  
What is the number of virtual server hosts running?**
- 18# Is it mandatory to have a fully redundant system both power and network?**
- 19# Is there a requirement for 4k uncompressed image?**
- 20# Please define the market vertical the KVM application is going to be used in?**
- 21# Please define if the cable is already run at the site?  
add: dfine the cable typ**

# 20+1 questions explained step by step

Question 1# Number of workstations/server/laptops in the IT Infrastructure ?

Question 2# Number of operator's screens?



- a. 48 or below
- b. 100 or below
- c. 1000 or below
- d. 2000 or below
- e. define the right numbers



### Question 3# Video Output port types on Workstations/Server/laptops

additional # only if you answer at question3 with d.



- a. VGA
- b. DVI/HDMI
- c. DP
- d. Multiple ports available

If your answer to this question is d., please select the required Ports:

- 1. VGA/DVI/HDMI
- 2. DVI/HDMI/ DP
- 3. VGA/DP

## Question 4# Video Output port types on Operator Screens

additional # only if you answer question 4 with d.



- a. VGA
- b. DVI/HDMI
- c. DP
- d. Multiple ports available

If your answer to this question is d., please select the required Ports:

- 1. VGA/DVI/HDMI
- 2. DVI/HDMI/ DP
- 3. VGA/DP

**Question 5# Is a preliminary design/floor plan available to share ?**

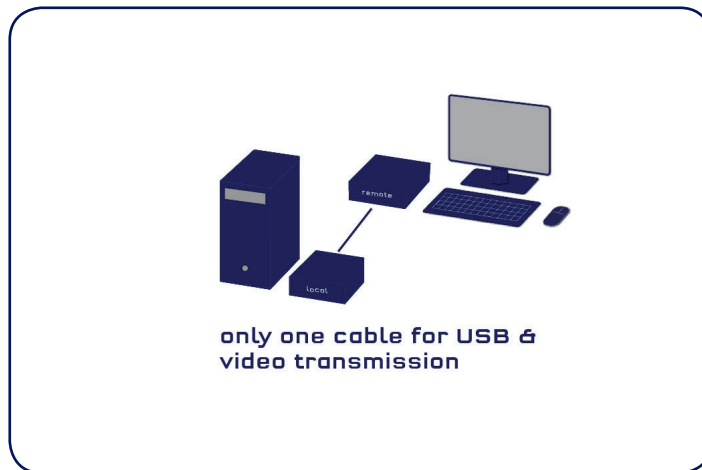


a. yes

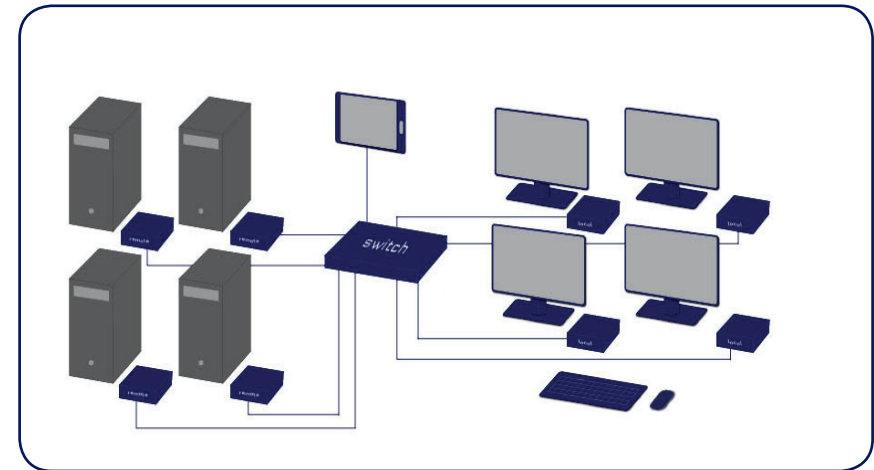
b. no



**Question 6# Is the solution a Matrix Switching System or a point to point connection ?**



**Point to Point** ✓



**Matrix Switching** ✓

**Question 7# Minimum number of USB ports at operator's end?**



a. one

b.two

c.three

d.four



**Question 8# Is the USB memory upgrade required? (for USB storage devices)**



a. no

b. yes



### Question 9# Is Sound required?



a. yes (3.5 mm jack)

b. no (3.5mm jack)

c.USB Audio



### Question 10# Is RS232 required ?



a. yes

b.no



Please also define the purpose of RS232 port requirement. (Keyboard, mouse, jogger wheel, 3rd party Devices) (Please advise the make and model if known)

### Question 11# Distance between the Workstations/Server/Laptops and the Operator Screen?



- a. 100m or below
- b. 100m or above
- c. 500m or above
- d. If more, please define

### Question 12# Please define the number of screens per operator.



- a. one
- b. two
- c. three
- d. four
- e. if more than four please define the number

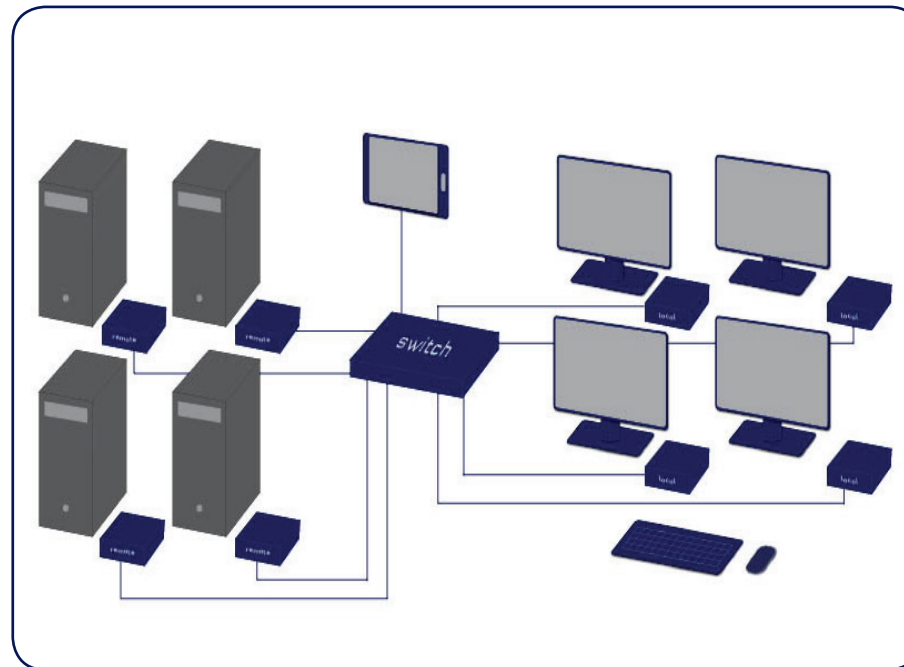


### Question 13# Do you need Mouse Glide & Switch ?



a. yes

b.no



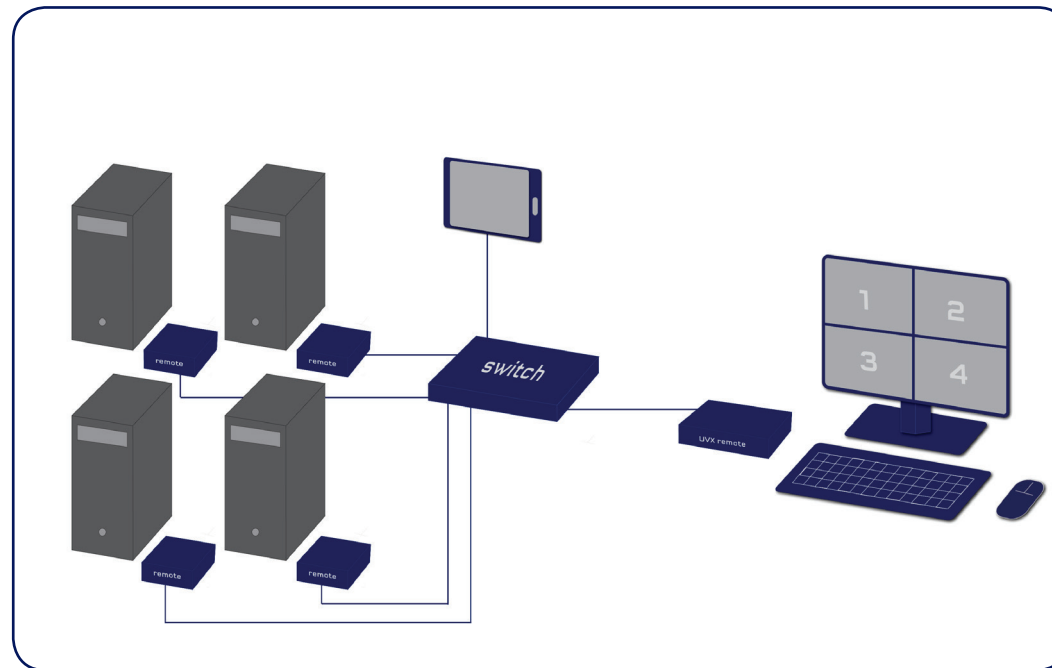
**WITH ONE MOUSE AND ONE KEYBOARD YOU CAN OPERATE MULTIPLE MONITORS**

**Question 14# Is it required to have Quad view / 4K Multiview Commander (4x Full HD Signals) on a single screen?**



a.yes

b.no



**You can show, control and operate up to four different sources on one 4K screen.**

**Question 15# Is both (Mouse Glide & Switch & 4K Multiview Commander / Quad View ) required ?**



- a. yes
- b.no

**Question 16# Define the Number of 4K Screens in the Multiview Commander. (You can combine up to four 4K Multiview Commanders = 4 X 4K Screens )**

- a. one
- b. two
- c. three
- d. four

**Question 17#: Are there any virtual servers in the IT infrastructure which need KVM connections.  
How many virtual servers are running?**



**For each user who wants to work with a virtual machine at the same time, a separate gateway is needed.**

**In addition to your real-time switching system, the kvm-tec gateway can be used to access the virtual machines.**

a. number of users are working at the virtual machine ? Please define .....

b. number of virtual server hosts running ? Please define .....



**Question 18# Is it mandatory to have a fully redundant system? (both power and network redundant)**



a.yes

b.no

**Question 19# Is a 4K uncompressed Image required?**



a.yes

b.no

**Question 20# In which vertical market is the kvm application going to be used in?**



Control Rooms

Broadcast & Digital Signage

Refinery & Outdoor

Industry4.0

Museum&Conference Center

Medical Facilities

Air traffic Control & Airport

Shopping Center, POS & Shops

Bank Establishment

Emergency Center & Monitoring

Traffic Control

k.

Please define the vertical market if not in the list above.

**Question 21# Please define if the cable is already installed at your site. If yes, please define the cable type.**



a. yes

b. no

1.CAT5e ( copper)

2. CAT6 (copper)

3.CAT7 (copper)

4.Multimode fiber

5.Single mode fiber

**WE KEEP IT SIMPLE** and with our clever and smart in-house developed technology we turn complex KVM applications into

**FLEXIBLE CUSTOMIZED & FUTURE PROOFED  
SECURE ENGINEERED & HARDWARE OPTIMIZED**

High performance KVM solutions & Matrix Switching Systems up to 2000 endpoints

And the best - kvm-tec solutions convince by a sensational price-performance ratio and are produced in Europe

Let's connect! KVM can be so *simple*

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