



Molex PN Business Partner Program

Molex PN Business Partner Program



Bringing Advanced Physical Layer Lifecycle Management to Enterprises Worldwide

- **Business Partner Program (BPP):**

Molex PN program pre podporu Molex PN instalačných partnerov a koncových zákazníkov.

- **Customer Support Portal (CSP):**

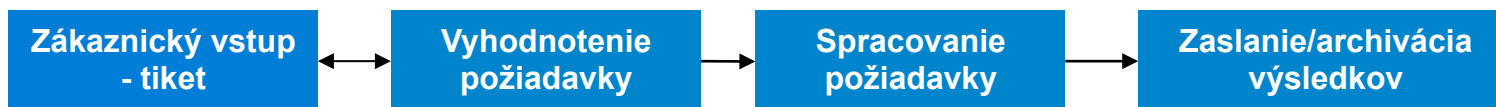
Portál, na ktorom je prevádzkovaný BPP.

- **Služby v CSP:**

- ✓ Záruky
- ✓ Školenia
- ✓ Zákaznícka podpora
- ✓ Podporné služby



- **Princíp služieb v CSP:**



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Molex PN Business Partner Program



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Ako vstúpiť do BPP (Business Partner Program):

1. **Prihláste sa do CSP – vid' str. 3 – 5.**
2. **Absolvujte školenie:**
 - A. **Pre súčasných Molex PN instalačných partnerov: prihláste sa na preškolenie BP110 - vid' str. 6 – 10.**
 - B. **Pre nových instalačných partnerov: prihláste sa na školenie BP100 - vid' str. 6 - 10.**
3. **Zaregistrujte vašu spoločnosť do BPP – vid' str. 11- 15.**
4. **Využívajte služby BPP (vystavovanie záruk, help desk, aktualizácia software, ďalší stupne školení).**

Ako sa prihlásiť do CSP



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1. Na stránke <http://csp.molex.com...>

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Customer Support Portal

LOG-IN

Username and password are case sensitive

USERNAME

PASSWORD

REMEMBER ME

Log-In

[Request Login Account](#)

[Forgot your password?](#)

Problem with log-in? [Contact Support](#)



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Ako sa prihlásiť do CSP



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2. Vyplníte požadované údaje...

Home Documents Surveys Forum Other Pages FAQ

Registration Form EN

Report issue

Personal Details

* by a field is a mandatory entry

First Name

Surname

Email

Company

Job Title

Address Line 1

Address Line 2

Town / City

State / Province / County

Post Code

Country

Region

Language Type

Landline

Mobile

Preferred contact method

Reason

- required fields

Save



Ako sa prihlásiť do CSP



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3. Obdržíte mailom prihlasovacie údaje, ktoré použijete na nalogovanie do CSP

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Ako sa prihlásiť na školenie do CSP



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2. Vyberte odpovedajúce tlačítko pre vystavenie Vašej požiadavky na školenie...

Home Forms Settings Search Documents Surveys Forum Other Pages FAQ

Status: Home Page

CSP Improved Interface

05-Oct-2012 By NTaylor_Admin

Molex Premise Networks (MPN) announces improvements to its CSP Interface, easier navigation for both experienced and new users, more helpful interface and improved Notifications.

[View full story](#) [Comments \(0\)](#)

How to use this Portal

18-Dec-2011 By NTaylor_Admin Tags: v2 News

Molex Premise Networks (MPN) is pleased to announce improvements to its Customer Support Portal (CSP), a user-friendly, web-based platform that sets a new standard for self-service and remote support, providing anytime.

[View full story](#) [Comments \(0\)](#)

Forms

WTY	TRN	HDS	BPP	
Warranty Request	Training Request	Help Desk Ticket	BP Registration	More Forms
Tickets reported by me: 0	Tickets reported by me: 1	Tickets reported by me: 0	Tickets reported by me: 1	
Assigned to me: 0	Assigned to me: 0	Assigned to me: 0	Assigned to me: 0	

Support About
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The quality of the installation must equal the quality of the solution.

Ako vystaviť nový tiket pre školenie v CSP



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3. Vyberte „ + „ z hornej lišty a následujte inštrukcie k novému tiketu...

The screenshot shows the Molex Customer Support Portal interface. The browser title is "Molex Online Service Desk - Training Application v2 EN". The URL is "http://csp.molex.com/forms/trmV2en". The page header includes the Molex logo and the text "Customer Support Portal". A navigation bar contains several menu items: Domů, Formuláře, List Training Applications, **Create Training Application** (highlighted with a red dashed box), Nastavení, Hledat, Dokumenty, Průzkumy, Fórum, Vydát, and FAQ. Below the navigation bar, the page title is "Training Application v2 EN". The main content area contains a form for applying for a Molex Training. A sidebar on the right contains a "Create Training Application" button (highlighted with a red dashed box), "List Training Applications", and "Statistics". The page also displays a timer: "CSP has been live for 577 Days, 09 Hours, 55 Minutes, 22 Seconds".

Ako vystaviť nový tiket pre školenie v CSP



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4. Vyberte požadované školenie BP110 pre preškolenie súčasných Molex PN instalačných firiem...

Training Request

Requesting Company - Molex PN

Course Desired: BP110 Molex Premise Networks Data Transport Solutions

BP110 Requirements: BP110 Data Transport Refresher is suitable for previously trained installers, installers who may have completed training from another manufacturer, or training completed over two years ago. Please upload proof of previous training for each participant.

Region: Eastern Europe

No. of attending Participants: Please Select

Desired Dates - From: 31 12 2012

Desired Dates - To: 31 12 2012

Training Coordinator Full Name

Training Coordinator Ph

Additional Comments

Agreed Training Date

Payment via Distributor

Unscheduled

- požadovaná pole

Pozn:

- Training Coordinator je kontaktnou osobou z Vašej spoločnosti pre prípravu školenia.
- Školenie je online v PowerPoint moduloch, ktoré sú zakončené testom.

Ako vystaviť nový tiket pre školenie v CSP



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5. Po absolvovaní školenia si stiahnete certifikát na Vaše meno z tiketu vybraného školenia.

Home · Forms · List Training Applications · Create Training Application · Reports · Settings · Search · Documents · Surveys · Forum · Other Pages · FAQ

Status: View Ticket

Training Request

ID: TRNIEN00400 Status: Completed Date of report: :
Reported by: Assigned: not assigned Last modified: :

View Ticket Flowchart Clarifications / Notes Files All

Uploaded	File name	Size
NTaylor_Admin	TRNIEN00400.pdf	1.1 mb

Add file:

Description:

Change status to:

Support · About
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The quality of the installation must equal the quality of the solution.

Pozn:

- Spoločnosť musí mať vyškolených min. dvoch zamestnancov.

Ako zaregistrovať Vašu spoločnosť do BPP



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1. Vyberte odpovedajúce tlačítko pre BPP registráciu...

Home Forms Settings Search Documents Surveys Forum Other Pages FAQ

Status: Home Page

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Ako zaregistrovať Vašu spoločnosť do BPP



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2. Vytvorte nový formulár a vyplňte ho...

Home Forms List of Applications Create BP Application Reports Settings Search Documents Surveys Forum Other Pages FAQ

Status: BP Registration

BP Registration

Issue # Jump

Project description
This Form is for applying to become a Molex Business Partner (Certified Installer, Authorised Installer, or Systems Integrator). New Business Partners are required to complete the required training.

To submit a Business Partner Registration

Steps:

- Step 1 - [Create a new Form](#) and complete all the fields In the 'Program Agreement' section click the tickbox to review and Accept the agreement.
- Step 2 - Save the Form

Below is the full process for this ticket:-

1. Status = Request Sales Approval - MPN Sales approves your application.
2. Status = Agreement Signed - MPN Customer Support confirms any required certification training.
3. Status = Pending Training - You complete the required certification training - If you qualify for online training, you will be automatically registered for this online course; otherwise, you will be instructed in an email to submit a Training Request (TRN ticket) and complete the requisite training before this step will be complete
4. Status = Agreement Valid - The Business Partner Agreement is now valid and you may download your company certificate from this ticket.

There maybe some Clarification states during this process for MPN to clarify anything which is unclear (see HelpCard).

Click to review this forms; [Process FlowChart](#), [Example Form](#), [HelpCard](#)

Many thanks,
MPN Customer Support

Ako zaregistrovať Vašu spoločnosť do BPP



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3. Vzor vyplneného formuláru si môžete zobraziť...

Home Forms List of Applications Create BP Application Reports Settings Search Documents Surveys Forum Other Pages FAQ

Status: BP Registration

BP Registration

Issue # Jump

Project description
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Click to review this forms; [Process FlowChart](#), [Example Form](#), [HelpCard](#)

Many thanks,
MPN Customer Support

Ako zaregistrovať Vašu spoločnosť do BPP



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4. Uložte vyplnený formulár...

Desired Relationship

Your application depends on your completion of recommended training provided by MPN and processed via a Training Application. Click MPN Training Applications to submit a Training Application, and enter the Application Ref below. If Training is not required please indicate this using the checkbox below and state your reason why.

Training Application #

CI Training Not Required?

Why is Training not required? *

Employee Counts

Employees *	<input type="text" value="23"/>	Supervisors *	<input type="text" value="3"/>
Technicians *	<input type="text" value="12"/>	Sales Representatives *	<input type="text" value="12"/>
Engineers *	<input type="text" value="6"/>	Certified Designers *	<input type="text" value="6"/>
Project Managers *	<input type="text" value="2"/>		

Business Services

Main Function Chargeable Services

Business Focus Industry Specification

Cities of main sales worldwide *

Cabling Distributors you purchase from recently *

Certified for any other Cabling Manufacturers *

Financials for Previous 12 Months

Currency *	<input type="text" value="GBP"/>	Company Revenue *	<input type="text" value="300,000"/>
Total Structured Cabling Purchases *	<input type="text" value="150,000"/>	Molex Premise Networks Purchases *	<input type="text" value="150,000"/>
Software Systems Revenue *	<input type="text" value="0"/>	Intelligent Infrastructure Management Revenue	<input type="text" value="50,000"/>

Financials for Next 12 Months

Company Revenue *	<input type="text" value="300,000"/>	Total Structured Cabling Purchases *	<input type="text" value="200,000"/>
Molex Premise Networks Purchases *	<input type="text" value="200,000"/>	Software Systems Revenue *	<input type="text" value="10,000"/>
		Intelligent Infrastructure Management Revenue	<input type="text" value="75,000"/>

* - required fields

Ako zaregistrovať Vašu spoločnosť do BPP



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5. Po úspešnej registrácii si stiahnete certifikát na Vašu spoločnosť z BP Registration tiketu.

Home Forms List Training Applications Create Training Application Reports Settings Search Documents Surveys Forum Other Pages FAQ

Status: View Ticket

BP Registration

ID: TRNIEN00400 Status: Completed Date of report: Assigned: not assigned Last modified:

View Ticket Flowchart Clarifications / Notes Files All

Uploaded	File name	Size
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Add file:

Description:

Change status to:

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The quality of the installation must equal the quality of the solution.

Pozn:

- Registrácia spoločnosti je možná iba po absolvovaní školenia alebo preškolenia a to min. dvomi zamestnancami spoločnosti.
- Bez registrácie spoločnosti nie je možné vystavovať záruky na inštalácie.

Ako vystaviť nový tiket pre vystavenie záruky



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USERNAME

PASSWORD

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Ako vystaviť nový tiket pre vystavenie záruky



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2. Vyberte odpovedajúce tlačítka pre druh tiketu, ktorý chcete vystaviť na Molex CSP...

Home Forms Settings Search Documents Surveys Forum Other Pages FAQ

Status: Home Page

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Služby CSP - záruky Molex PN



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Záruka pre koncového zákazníka pokrýva nové a originálne MPN komponenty dodané od autorizovaného MPN distribútora, dohromady iba s novými komponentami, a inštalovaná registrovaným a certifikovaným Molex PN inštalačným partnerom v súlade s Molex PN inštalačnými postupmi a priemyselnými štandardmi (platné vydanie TIA/EIA 568, ISO/IEC 11801, EN 50173 a AS/NZ 3080), ktoré sú aktuálne ku dňu inštalácie a v súlade s priemyselnými štandardmi v danom regióne.

- ✓ **Elektronická forma komunikácie na MPN Customer Support portále:**
 - ✓ Žiadosť o vystavenie záruky.
 - ✓ Namerané výsledky v natívnom formáte od Fluke, Agilent, alebo Ideal Level III meracích prístrojov.
 - ✓ Dokumentácia skutočného prevedenia v Adobe standard-resolution PDF.
 - ✓ Preverenie nákupu komponentov od regionálneho autorizovaného Molex PN distribútora môže byť vyžadovaná.

- ✓ **Záručný certifikát v PDF s identifikáciou miesta inštalácie, mena inštalačného partnera a počet dátových kanálov pod zárukou:**
 - ✓ Prehlásenie o záruke je prílohou každého certifikátu.
 - ✓ Pozrite sa na žiadosť o vystavenie záruky pre ďalšie podmienky.
 - ✓ Prečítajte si zmluvu „MPN Business Partner“ kde sú ďalšie informácie k záruke.

Služby CSP - vystavenie záruky Molex PN



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- ✓ **Pre Molex PN Authorized Installer:**
 - ✓ 25-ročná produktová záruka zahrňujúca výmenu komponentov

- ✓ **Pre Molex PN Certified Installer:**
 - ✓ 25-ročná záruka na výkon systému a zaistenie aplikácie zahrňujúca výmenu komponentov a inštančných prác opravou/výmenou vadných komponentov v testovanom dátovom kanále alebo permanentnej linke

- ✓ **MPN nevystaví záruku na dátové kanály keď:**
 - ✓ namerané výsledky sú „FAIL“ alebo >5% „PASS*“
 - ✓ kanály nezhodujúce sa s Molex PN instalačnými postupmi a priemyselnými štandardmi, obsahujúce kanálové segmenty, ktoré sú príliš dlhé alebo krátke.

- ✓ Zamietnutá žiadosť o záruku môže byť znovu podaná v prípade, že budú opravené závady po prezkúmaní zvyšných kanálov.

Služby CSP - školiace kurzy



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Základy

BP100
Structured Cabling
Fundamentals
1 day

BP200
MIIM Design &
HW Installation
0.5 day

EU205
MIIM User Training
1.0 day

Certifikace

BP110
MPN Data
Transport Solutions
0.5 day

BP210
MIIM Initialization
and Configuration
1.5 day

BP400
Canobeam FSO
Design & Install
1 day

	Course	Pre-requisites	Format	Class	Recert
BP100	Structured Cabling Design and Installation	none	2-day workshop also covering BP110	5 - 10	N/A
BP110	MPN Data Transport Solutions	BP100 or equivalent	0.5-day; mix of video and interactive webconference	N/A	2 years
BP200	MIIM Design and Hardware Installation	BP100	0.5-day; mix of video and interactive webconference	N/A	2 years
EU205	MIIM User Training	none	1-day workshop or 2-part webconference	N/A	N/A
BP210	MIIM Certification Workshop	networking basics; BP110	2-day workshop also covering BP200	3 - 5	2 years
BP400	Canobeam FSO Design and Installation	networking basics	1-day workshop	3 - 5	3 years

BICSI CEC credits for most courses

Subject to change without notice



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