Case Study

PRE RACK IT PROVIDES PHARMACEUTICAL COMPANY WITH 3RD PARTY SUPPORT AND A DATA CENTER MOVE PROJECT WITHIN A VERY TIGHT TIMELINE.

Pre Rack IT
Experts in the Secondary Market

PROBLEM

We came across PreRackIT from a cold call, we had been getting support for one of our older EMC SANs from 3rd party for several years. Our current vendor was sold to a larger provider, which we have used in the past and did not like. After talking with Pre Rack, they not only could support our SAN but he could also provide several other services that caught our eyes. 3rd Party hardware purchases (Cisco Switches, Dell Servers, and Fortigate Firewalls), Penetration Testing, Project Management and Data Center moves.

Then a new project came across my desk "Let's combine Datacenters". Our company has 5 different Data centers, let's combine them down to 3. I did not hesitate on calling PreRackIT, they were more than willing to help us out. The move included disassembling EMC SANs, VMware hosts, Cisco Switches, and 1 GB network connectivity between Michigan and Georgia. PreRackIT took the lead on 95% of all our purchases, logistics, trucking and man power. We were under a very tight time table - 90 days, he was able to move around dates because of supply chain issues and network connectivity without concern or problem.

SOLUTION

I would recommend PreRackIT for any part of 3rd party support or Project management, PreRackIT simply gets the job done. We came across an issue in ordering our Fortigate Firewalls, our usual vendors gave us a 60-90 day shipping date, I called Pre Rack IT; knowing they knew our tight time table, and he had them shipped 2 days later.

PreRackIT was simply great to work with, we felt like we had a true partner. The data center move project was large, complicated and time sensitive. We had weekly meetings, the follow-up was first class, and the project finished ahead of schedule.

Client Challenges

- Previous 3rd Party Vendor was sold and they need a new 3rd party to get support from

- Needed to combine 5 of their data centers into 3

- Needed hardware in a timely manner but previous vendors gave 60-90 day shipping date

Pre Rack IT Solutions

- Provided 3rd Party Support as well as hardware purchases for switches, servers, and firewalls

- Combined 5 data centers into 3 within tight deadline

- Provided hardware solution that was shipped within 2 days of request

Pre Rack IT specializes in flexible support, maintenance and warranty services for all major original equipment manufacturer (OEM) branded data center devices. We provide our customers with the support needed to extend the life of their equipment. Whether systems have been determined End-Of-Service Life (EOSL) or the equipment has reached its original out of coverage date, we can extend the support at a much lower cost.