

Reliant gets State Government Dept. back up and running over the weekend

Complete storage downtime

One of Reliant's maintenance customers had been smoothly sailing along with no problems, until some of their IBM storage systems went down without warning.

The data kept flowing thanks to the recovery and backup systems in place, until eventually the

entire system went down. It turns out, none of the controllers would join the cluster.

The customer called Reliant on a Friday in need of immediate support. When one of our experts answered the ticket, they knew the problem needed to be addressed immediately.



Did you know?

Reliant's global support network provides service for customers in 15 countries

Everybody's working through the weekend

Engineers were immediately dispatched to the customer's data center to identify the problem. Once they assessed the situation, they knew the problem could not be fixed before the end of the day.

Instead of asking the customer

to continue to face downtime the following Monday, the customer's support rep and the team of engineers agreed to work with the customer over the weekend to resolve the problem before business resumed after the weekend.

The customer's support rep kept them informed all weekend of every step and technician deployment that was occurring until the problem was resolved. The customer's systems were back up and running by the time work started that Monday.

Proactive next steps

Seeing how much more easily and efficiently the work was done by us compared to having it done by IBM, the customer decided to forget their initial reluctance to trust a third-party maintenance provider and requested additional services from us.

"There are not many TPM providers that can successfully complete IBM hardware maintenance as quickly as Reliant." We successfully

performed preventative maintenance on their mainframes and replication work between systems, and they continue to remain a loyal Reliant support customer.

If you are interested in exploring third-party maintenance options, find out what [Reliant Support](#) can do for you. [Connect with an expert](#) that will help find the right solution for your environment.

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