

Reliant Technology helps large bank cut costs and upgrade capacity



The customer reached out to Reliant with an issue and an expensive solution. We had a better proposal.



How much the customer saved by ditching the OEM and choosing Reliant Technology for support and upgrades.



The customer also increased capacity and performance while saving half of what their OEM originally quoted.

When the OEM options don't work

It started with a simple chat on our website. An IT Director from a regional banking institution worth over \$400 million dollars reached out to Reliant Technology with a dilemma: multiple failed Dell EMC drives, and the OEM

would not repair or replace them since the support and warranty contract had lapsed without any notification being sent to the customer by the OEM.

In order to solve the problem, the OEM was offering to get them back under

support by charging several line-item fees such as “re-certification” charges.

Operating systems with failed drives in a financial institution of their magnitude was unacceptable and a huge risk...so could we help?

Fast solutions

A storage specialist immediately jumped on the phone with the customer and after asking more about his data center, discovered the customer had found out all of the line-item OEM fees added up to \$15,000 that was needed just

to get the customer in a position to renew his original \$50,000 support contract.

Luckily for him, our storage specialist had a better and more economical solution. Because Reliant provides top-of-the-line certified pre-owned hardware, we were able to configure a

solution that replace the failed equipment and provide extended support on all lapsed equipment for a total of \$30,000. The customer saved 50% of what he was expecting to spend on replacement hardware while also getting extended support services in the process.

When you expect replacements but get upgrades

With the \$30,000 in savings the customer now had from choosing to do business with Reliant to fix his issues, he was now able to preemptively take care of other areas that were in need of upgrades before problems arose.

He was able to upgrade his company's data center performance and capacity by using that extra

money to upgrade two full trays of drives and receive on-site installation and senior engineering expertise from Reliant, all at half the cost of the OEM.

Due to the customer getting a prompt response time, expert advice, and prompt delivery, they are now also in the process of bringing Reliant in to support and upgrade their Data Domain systems.

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