

Service Rescues End User From A Jam

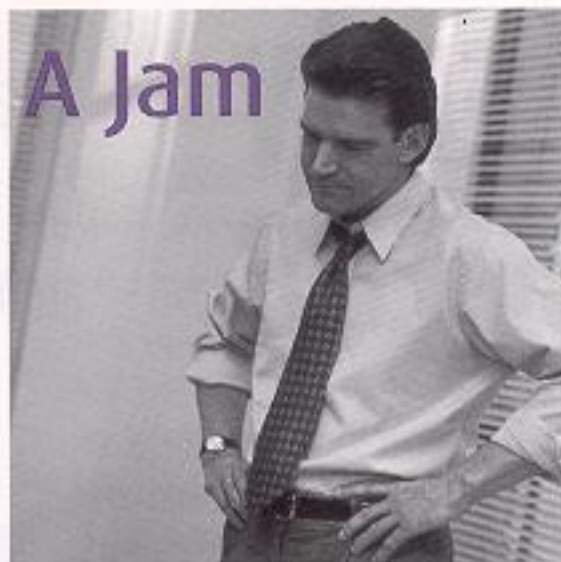
In business, as in life, small things can make a big difference. It doesn't take complete system failure to inconvenience a company. Nor does it take great effort on the part of a solution provider to build goodwill by resolving minor issues.

Troy, Mich.-based M/C Service Solutions (MCSS), a wholly owned subsidiary of O/E Systems, proved this when a customer had a problem at its Redondo Beach, Calif., location. A tape had jammed in a Compaq storage system, and no one could extract it. The customer contacted its longtime service provider, MCSS, for assistance.

Using the Ingram Micro Service Network's Clarify software, MCSS requested a Compaq-certified

technician, who visited the customer, removed the tape and cycled the storage unit to verify that everything was working. The problem was resolved, and the customer — a national bank — got back to business quickly.

This is only one example of how the Ingram Micro Service Network helps MCSS deliver complete solutions with nationwide service and support. The company joined the network several years ago as a service provider, and during the last eighteen months, has branched out and begun placing calls as a lead reseller. Other dispatch successes have included a drive replacement for the same customer who suffered the tape jam.



“Being part of the network not only gives us a national presence, but allows us to offer flexible service on a national basis,” says Scott Goemmel, director, MCSS.

Whether a crisis is as large as a catastrophic data loss or as small as a stuck tape, the Ingram Micro Service Network can help you and your customer work through it. To request assistance, call us at (714) 566-1000, ext. 24572. 