



Support That Gets It Right

From concern to confidence for Komatsu

ICT Systems Analyst Ryan Savage explains why working with Service Express brings peace of mind.

KOMATSU

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Komatsu is a worldwide leading manufacturer of construction, mining, forestry and military equipment as well as industrial equipment like press machines, lasers and thermoelectric generators. Headquartered in Minato-ku, Tokyo, Japan, Komatsu runs manufacturing operations in Japan, Asia, Americas and Europe. Komatsu is dedicated to launching next-generation products that will achieve further automation and unmanned operation, designed to substantially improve safety, environmental performance and productivity of customers' jobsite operations.

A Positive Change

We had a rough time working with our previous support team for our Chattanooga facility and needed a change. We wanted a team that showed us they cared and could give us a reliable level of comfort. This is especially important because with me being in a different city, I can't always be on hand, so I need eyes and ears to help me out at these remote sites.

What really tipped everything over to our switch to Service Express was the communication problems we were experiencing with our previous provider. For example, we would get an error about a failed disk. I'd get in the Unisphere and identify which drive needed to be pulled. I'd screenshot the error and say 'This is the one you need to pull.' and then the engineer would pull a completely different drive and say, 'Well there.' This happened not once or twice but multiple times.

It's nice that Service Express is right down the road in Chattanooga. But more importantly - it's the great service we had been getting at our primary data center since you took over our third-party Vblock and VMAX support. Both the pleasantries and the knowledge were there with Service Express.

Peace of Mind

Our favorite part about working with Service Express so far has been the customer service. With our VMAX system, Service Express has support that actually monitors the activity of our drives. I get a call from a local engineer saying, 'Hey, I'm coming by and replacing a drive.' I like that. And I really like

the determination to help see every problem through to resolution.

I am very comfortable working with Service Express engineers remotely. I am not nervous about what the technicians on-site are doing. There's a ton of confidence in your team's ability to address the issue and see it through.

"I couldn't ask for better support from not only my engineers but from Service Express as a whole. "

Engineer Extraordinaires

Just recently, my Service Express primary engineer assisted me with getting a Cisco ESXi host replaced in our production environment. He arrived on-time and with the utmost enthusiasm to help me get the situation taken care of with minimal problems. He constantly reminded me that the equipment at our Chattanooga facility was, and I quote, 'his baby,' and it really showed

with the level of support that he has given us. I mean, I thought I had passion for what I do for a living. He took it to the next level. Being in IT support for over 25 years, I can tell you my primary engineer is a 'diamond in the rough.' He treats service the way service should be treated.

The Service Express engineers here locally are also a lot of fun to work with. It's like a friendship. They've always got a smile on their face. They're just all-around great to work with and talk to.

For those considering working with a new maintenance provider, I'd say try out Service Express. You won't be disappointed. You'll feel that comfort knowing that you're being protected by some very knowledgeable engineers. And they deliver what they say they will deliver.

I couldn't ask for better support from not only my engineers but from Service Express as a whole.

Ryan Savage

ICT Systems Analyst, Komatsu

About Service Express

Service Express is a leading third-party maintenance (TPM) provider of hardware support for data center infrastructure focused on server, storage, and network equipment. In addition to post-warranty maintenance, Service Express also offers hardware system solutions, sales and upgrades, OS support, IT asset recovery and data center relocation services. Founded in 1993, Service Express maintains multivendor data center equipment for mid-to-large companies globally, including hospitals, manufacturing plants, technology companies, universities, banks, government agencies and Fortune 500 companies.

For more information about Service Express, visit serviceexpress.com.