

Timely & Knowledgeable Engineers Are the Extra Hands Needed

Peace of mind even for satellite offices

Systems Engineer Cody Person shares how Service Express has delivered outstanding service for Issuer Direct.

Our company has three Dell R710 servers that are the core of our in-house operations in our main location and satellite office. I am a one-man team keeping all of our technology up-to-date and running at peak performance. Having Service Express available to deliver parts for these systems within hours gives me great peace of mind in the event of a hardware failure. It is even more reassuring that there are capable hands available to install the parts at our satellite office as well since there is no technical staff onsite and it is not feasible for me to fly there to perform the work.

Today I had a power supply go bad in one of our offices, and our Service Express engineer arrived with the part in-hand about 20 minutes after I filed the ticket through ExpressConnect. That is OUTSTANDING service. I had a PSU fail in a different server last year and again our engineer was onsite in about 20 minutes time then.

I am wonderfully satisfied with the services provided!

Cody Person

Systems Engineer, Issuer Direct Corporation

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.

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