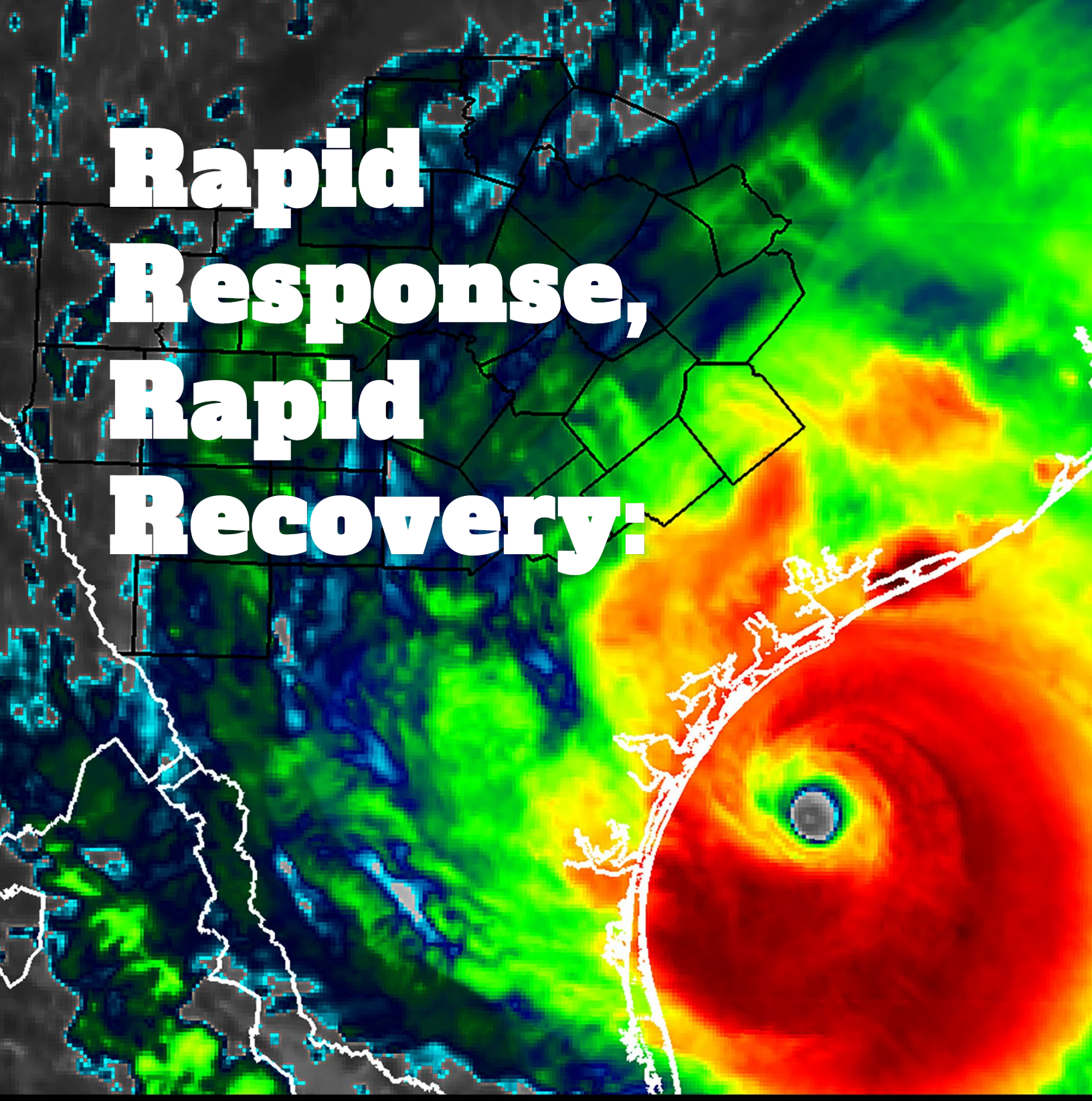

Rapid Response, Rapid Recovery:

Synergy's Swift Deployment of HPE Renew ProLiant DL380 with iT1 During a Hurricane

HPE RENEW CASE STORY

The Triumph of Teamwork

This case study demonstrates Synergy's commitment to its customers and its ability to deliver under pressure. The rapid response to configure and deliver the HPE Renew ProLiant DL380 servers showcases Synergy's expertise and dedication to customer service, even in the face of unprecedented challenges. Their swift action allowed the client to restore services long before other suppliers had even responded to the quote.

#HPE Houston campus

The Storm Strikes

When Hurricane Harvey unleashed its fury, a Houston-based data center, a client of iT1 Source, an authorized HPE reseller, found itself in the eye of the storm. The data center's infrastructure was left in ruins, severing the digital lifelines of hundreds of its clients.

The Race Against Time

The challenge was immediate and immense. The data center needed to replace dozens of fully configured HPE Renew ProLiant DL380 servers in a race against time. Redundancy was also crucial to prevent future service disruptions. The clock was ticking, with the client hoping for delivery within the next day.

The Swift Solution

Synergy Associates, a Tier-1 HPE Distributor, was called upon to address this urgent need. "Our team, led by operations manager Chris Hirman and lead technician Josh Jutting, immediately began the configuration process according to the client's specifications," said Gary Dean, co-founder and president of Synergy.

David Foley, the Account Manager for iT1, worked in tandem with the Synergy team to ensure the client's needs were met. With their in-stock inventory of HPE Renew ProLiant DL380 servers, the team configured and tested the servers. By the next day, the fully configured servers were in the hands of the iT1 customer, ready for installation. Recognizing the need for redundancy, Synergy followed up with a second shipment of servers, fortifying the client's infrastructure.

Echoes of Success

The rapid response and delivery by Synergy allowed the data center to restore its services swiftly, minimizing downtime for its hundreds of clients. The client was able to start installing the new servers by the day after the initial call, a remarkable turnaround given the scale of the disaster.

Synergy's iT1 account managers, Greg Teigen and Jeff Davis, commended the Synergy team for their exceptional work. In an email to the team, they wrote, "Jeff and I want to shout out a huge thanks to all of you guys for helping us demonstrate the kind of added value that sets us apart from other suppliers."

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HPE Houston Customer Experience Center

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