

Did You Know?

March 16, 2016



Recently, Avnet Services began evolving their Lifecycle Solutions division to include many data center services, which they have chosen McCollister's Technical Services (MTS) to support them with. McCollister's is providing Avnet the ability to manage costs and extend their reach throughout the US. We recently executed the first project with Avnet Lifecycle Solutions which encompassed the de-installation of a large, complex robotic tape library (StorageTek SL8500) for a major television content provider. Avnet was able to secure the project by ensuring their customer of our competencies working with various robotic tape library systems, and was able to leverage some of our highly skilled technicians in that particular region of the US. These types of large data storage systems are commonplace in many data centers, so having the appropriate skill sets strategically located around the US is what makes MTS unique. We can deploy technicians that can de-install and/or re-install a wide variety of data storage systems anywhere in the country.

Due to the time that Avnet's customer had previously spent trying to locate a vendor who could perform the de-installation and removal of the equipment, McCollister's runway to deliver the project was extremely short. There were concerns of our ability to pull it off. Our team was able to get on the phone with all of the stakeholders, gather the requirements, and put everyone at ease with our plan of action. The project execution was performed flawlessly. Our customer service team secured all of the packing material, truck, and pack labor with extremely short notice; and the MTS project delivery group secured and scheduled the appropriate technical resources. On delivery day, our entire team arrived early and ready to go. All materials were in place, appropriate tools were brought in, and the technical staff de-installed the library like a well-orchestrated surgical team. Our onsite project lead was in constant communication with Avnet providing them updates at defined intervals. The equipment was packed and removed in a single day, and the customer was extremely impressed.

McCollister's Technical Services was able to flawlessly deliver this project because of our in-depth knowledge of data storage systems, highly skilled technical staff, and years of experience performing such services. It was obvious to all stakeholders that they had engaged the right people for the job. The excitement and amazement was communicated by everyone involved, but at the end of the day, it was just another day at the office for the MTS team.