

Case Study: DataSpan, formerly Media Recovery

Partner Profile

Technology Team has successfully partnered with DataSpan in two recent relocation projects. DataSpan is a nationwide data center products and service company that expertly ensures companies' data security and protects data center equipment and assets. Their customers are midrange to enterprise businesses that often require complex data backup services prior to a move. The recent Railinc and American Airlines Credit Union hardware moves proved to be larger in scope than DataSpan wanted to take on internally and, through a business referral, they contacted Technology Team to assist with the projects.

Railinc Challenge

Railinc, a leading provider of information technology and related services to the North American rail industry, was moving their development environment from Cary, North Carolina to Blythewood, South Carolina into an Affiliated Computer Services (ACS) centralized data storage center. Mike Stinson, Regional Sales Manager with DataSpan, was responsible for assisting his client, Railinc, through the move process. Previously, Stinson had secured internal assistance in physically moving his customers. However, since DataSpan's expertise does not extend to data center hardware relocations, they turned to Technology Team for assistance with the Railinc move.

Railinc Solution

Partnering with Technology Team to skillfully relocate Railinc's assets was an innovative turnkey approach for DataSpan. Technology Team brought their area of expertise to the process, allowing DataSpan to focus on their primary business dealings with Railinc all while maintaining the customer's confidence. Stinson recalls that from the project's first conference call to the move wrap-up, Technology Team provided expert hardware relocation experience and excellent customer service that reinforced the good relationship DataSpan had with Railinc.

Railinc Results

As Stinson followed up with his customer post-move, the response from ACS's Program Manager, Ed Chase was, "Never has there been a relocation this smooth." So take it from Mike Stinson, "If your company has equipment to move, go with a vendor that gives you the trust and confidence to do the job well. I would use and recommend Technology Team."

American Airlines Credit Union Challenge

When American Airlines Credit Union needed to move their disaster recovery data systems within 18 hours, the tight timeline proved the deciding factor for Garrick McPherson, Texas Sales Manager with DataSpan, to bring on board a relocation consultant company. DataSpan knew the project-defined window in which to move the 30 servers and associated hardware was too short for their internal operations. A call to DataSpan's National Service's Manager, Jeff Davis, yielded the team McPherson needed, Technology Team. "From the initial planning



Relocation experts for mission critical equipment.

meetings, through the move itself, Technology Team was like a part of my team,” recalls McPherson.

American Airlines Credit Union Solution

Developing a concise action plan that encompassed all aspects of the relocation was a key benefit Technology Team brought to the move. Their years of relocating experience allowed them to make adjustments mid-move. For the American Airlines Credit Union move, Technology Team’s VP, Allen Spinner was on-site and identified a CISCO Catalyst Switch that needed additional mapping “on the fly”. This experience and ability to orchestrate multiple facets of the move process concurrently resulted in the relocation being completed in just 11 hours, 7 hours ahead of schedule. “There were no surprises in this move, it was all due to Technology Team designing a well executed plan,” shared McPherson.

American Airlines Results

American Airlines Credit Union’s disaster recovery data systems have a new home in Irving, TX. Their employees were able to go back to work with minimal interruption to their schedules, allowing business to continue as normal. When asked about his experience partnering with Technology Team, McPherson solidly reinforced, “They are a great company to do business with. Their services add to the portfolio I can offer from DataSpan.”

Conclusion

The most beneficial aspect of doing business with Technology Team as a partner on these moves is summed up by DataSpan’s Regional Sales Manager, Mike Stinson. “They (Technology Team) came onboard as an extension of our company providing continuity for our customers.” And, as Garrick McPherson offered, “I am looking for more business next year like the American Airlines Credit Union move. With Technology Team, I can offer more services and expand my business with them as a partner to DataSpan.”