



Customer Focus Just-In-Time Procurement & Integration

Mission Impossible? Not For Helio Solutions

A company lacking Helio Solutions' "can-do" attitude might have said, "Sorry", when receiving an urgent request one Friday afternoon for a server delivery on the following Monday. Helio took it in stride when that very thing happened.

Getting the call in the first place is a testament to Helio's well-deserved reputation for doing whatever it takes to meet a customer's needs. It's the Helio code of conduct: Rising to difficult challenges, surpassing expectations under extremely difficult circumstances and viewing hurdles as opportunities to better its business.

"We got a call for help from Sun Microsystems' direct sales unit on a Friday afternoon and Sales Director Mike Thompson, said, 'Yes, we can do that,'" recalls Helio Sales Executive Anthony Miley. Miley explains that a major client, one of the world's largest Internet-based companies, needed a very large shipment of new Sun servers and they needed them by Monday.



QUICK ON ITS FEET - HELIO MAKES IT HAPPEN

Aware of Helio's industry-leading Just-In-Time procurement capabilities and extensive integration services, Sun knew where to turn for fast, reliable action. Weekend notwithstanding, the servers were in their new home on time. "We were able to fulfill their request by the Monday deadline," says Miley.

Shortly thereafter, Helio was put to the test again. "Same customer, same circumstances," says Miley. Once more, it was late on a Friday and the customer was asking for equipment to be in its hands on the next Monday. Helio got the call and came through.



A TALL ORDER BECOMES A LONG TERM RELATIONSHIP

It didn't take long for both Sun and Helio to see the benefit in formally partnering to meet the "need-it-now" demands of the growing customer – and not just for fulfillment of product orders. Helio's proven track-record in procurement, integration and project management were determining factors in the establishment of a contract agreement with Sun to meet the needs of one of its largest customers.

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The first order under the new deal called for integration and delivery of 104 servers. This time, it wasn't another "over the weekend" request. It was even more challenging.

The order came on the day after Christmas. "We had to have the systems delivered by January 2nd," recalls Miley. "And at this point, we were simply not doing deliveries. Turning to our project management and integration teams, the Helio solution was to take the systems in-house to our facility, integrate them with specific components, cards, memory and CPU configurations and do a burn-in that stressed the systems for 24 hours."

Few data centers would be capable of handling the power requirements and necessary heat output of a server order of this size, which forced Helio to use its well-known ingenuity and technical and project management expertise. "We had to run additional power into our building and additional cooling units", says Miley. "We were working around the clock. It was our big test and we made the deadline."

Helio's full range of flexible integration services, from hardware configurations, operating systems and software infrastructure installations, provides not only convenience and assured seamless integration, but offers tremendous savings to our customers, in both time and money. Helio President Dave Condensa acknowledges the Christmas-New Year's integration project was a major challenge, riddled with potential pitfalls. "We pulled it off with a Herculean team effort that I'm very proud of," he says.



HELIO'S WINNING STRATEGY - A "BRING IT ON" ATTITUDE AND CUSTOMER FOCUS

Perseverance and Helio's long-standing commitment to its relationship with Sun proved what both companies already knew: Businesses benefit when the needs of the customer - even the nearly impossible ones - come first.

Helio's success with this extreme example of Just-In-Time procurement would not have occurred without the company's work ethic, tenacity and willingness to use innovative thinking to overcome challenges. These core values resulted in a strong pact with one of the most successful Internet-based companies in the world and further strengthened an already-solid bond with Sun Microsystems.

As Condensa says, "The words 'We can't do that' aren't in the Helio vocabulary. What we always say - and do - is figure out a way to make our customers happy."

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