Largest rental car agency in the U.S. turns to EmconIT when caught in a bind

Company Profile

The largest rental car organization in the United Stated, an internationally recognized brand with more than 7200 neighborhood and airport car rental locations worldwide.

Business Situation

Our client had acquired a portion of a smaller organization that was running NetApp equipment. When the acquisition was finalized the original network was cut off, putting our client in quite a bind. Without access to vital information our client was completely inefficient and rendered incapable of functioning; the data needed to be recovered immediately.

Technical Solution

EmconIT assigned a Tier III NetApp Engineer to assist in resolving the networking and authentication problems. Our Engineer worked with the on-site staff long into the night until a resolution was reached and the data successfully recovered. This enabled our client to commence operations in their new branch the following morning.

Solution

EmconIT provided and in-depth remote technical support option that allowed our clients on site staff to work in conjunction with one of EmconIT's Tier III NetApp Engineers and subject matter experts. Our Engineer walked the client through the process step by step until a resolution was reached. By approaching the problem in this manner, we were able to save our client money by leveraging their on-site staff while providing them with quality support and technical assistance required to recover critical data.

Benefits

Our client was extremely pleased with the rapid response and resolution times. EmconIT has the capability to resolve critical problems on a time and material basis as well under contracted maintenance plans. Project managers are available for all services such as relocations.

"Though we continually challenged him, he came back every time with ideas and solutions. Emcon IT has an excellent response time and was an absolute pleasure to do business with. I am happy to say that we are already talking about hiring them again. "

- Cost savings
- SPOC (Single Point of Contact) reduces the complexity of multiple vendors
- National presence
- Customized solutions
- Parts on-site (drastically reducing down time)
- Confident end-of-life support allowing more equipment to come off warranty