



Customer Success Story Questionnaire

1. What was the initial challenge that your company faced that led you to ServerMania?
2. Describe your vendor selection process. Were there any challenges or hurdles faced during your search?
3. What were some of the most important features/capabilities/services you were looking for in a vendor?
4. What were/are the requirements that propelled you to choose ServerMania? Do you have any unique requirements that ServerMania was able to fulfill that other providers couldn't?
5. What products/services are you currently purchasing from ServerMania?
6. How is your company using these products/services to solve the initial challenge that your company faced??
7. Describe the deployment process and ongoing service from ServerMania. Was it easy? Simple? Fast?
8. What advice would you give to another company about to embark on a similar project?
9. Have you experienced any quantifiable results since moving to the ServerMania? Non-quantifiable?
10. Is there a quote we can include in the case study? If so, who should be named the author?