![ServerMania logo]

![Solid State Systems LLC logo]

CASE STUDY

ABOUT SOLID STATE SYSTEMS

Solid State Systems is a provider of business IT solutions for businesses around the globe. They are focused on delivering a tailored set of best-in-class IT solutions to save cost, improve performance, and increase ROI from business technology investments.

Rather than recommend generic solutions that will improve the operations of any business, Solid State Systems is committed to delivering tailored solutions that take into account the unique challenges and goals of the business client. This process doesn't stop at recommendations. Solid State Systems works with clients to only tailor a specific plan, but to ensure that plan is flawlessly executed.

Solid State Systems provides a number of services, including:

- Cloud Computing
- Unified Communications and Collaboration Tools
- Infrastructure Management
- Network Management
- IT Disaster Recovery

As a global provider of IT solutions, Solid State Systems needed a trusted partner to help them deliver the server resources their customers rely on. Solid State Systems realized their time was better spent working with clients rather than managing server hardware and deployments.

Solid State Systems decided to consider ServerMania to tackle their biggest server challenges.

Industry:
- Business IT Solutions

Location:
New York, NY, USA

Website:
https://solidsystemsllc.com/

Principal Market Segments Served:
- Small Business
- Medium Business
- Enterprise

server
MANIA

When searching for a new server provider, Solid State Systems was primarily concerned with diversity in locations, IPs, and competitive pricing without impacting the quality of support provided.

As a business that works with clients worldwide, Solid State Systems was looking for a provider who could help them reach customers in new markets and better serve their customers in existing regions. It was also important for them to be able to introduce these new service locations without having to invest in costly infrastructure.

Responsive support is also key for any reselling relationship. Solid State Systems had to be able to connect with their provider immediately in the event of a server issue so they could respond to their clients immediately.

Solid State Systems needed a server partner that could:

1. Deploy servers in a diverse range of locations
2. Accommodate large amounts of IP addresses
3. Offer Competitive Pricing
4. Maintain high levels of support consistently

After reviewing their server options and testing the sales and support responsiveness of the team, Solid State Systems chose ServerMania as a trusted service partner for their business.

"For us, support is the number one factor when looking into new providers. Being a reseller requires us to function as a middle man, and getting fast responses and solutions is critical to our business operation. Nowadays, all providers carry the same inventory and similar network, so the quality of support they provide is the primary key to gain our business."

Eskandar Sadek Solid State Systems LLC

THE SERVERMANIA SOLUTION

Solid State Systems chose ServerMania as one of their server partners in order to resell servers to customers worldwide.

The Partnership

After their search, Solid State Systems chose ServerMania and has remained a ServerMania client for many years. ServerMania was able to deliver a streamlined server deployment process, global hosting solutions, and the personalized support that Solid State Systems needed to deploy servers worldwide.

"The customer service experience, competitive pricing, dedicated account manager, and fast support are some of the main reasons we have stayed as a client all these years."

Eskandar Sadek, Solid State Systems LLC

"When it comes to new orders and deployments, ServerMania is one of our preferred providers since they make it an easy process. We contact our ServerMania account manager with the requests, and he coordinates all our requirements with the support team. ServerMania pays attention to detail and delivers as promised."

Eskandar Sadek, Solid State Systems LLC

A Streamlined Order Deployment Process

As a reseller, Solid State Systems needed a vendor who could easily and reliably deploy new servers whenever needed. ServerMania was able to meet this demand as it offers a real-time inventory of dedicated server hardware in data centers around the world, and is able to source custom server hardware rapidly.

The ServerMania Customer Success team works with resellers like Solid State Systems to understand their requirements, and coordinate all new server deployments on their behalf. This helps to streamline the server deployment process and ensure new servers are deployed on time and to spec.

Increased Profitability and Market Share

With business clients around the world, Solid State Systems was looking to expand their location offering by partnering with a server provider who could rapidly deploy servers in new locations.

ServerMania was able to help Solid State Systems increase their market share by providing servers in unique network locations. ServerMania has data centers in locations around the world, including Canada, the United States, Europe, and Oceania. It's also expanding locations every year based on client feedback.

Resellers of ServerMania know that they receive access to a wide range of hosting solutions globally on a rapidly expanding network.

"As a reseller, we are always looking for diversity in locations and providers. ServerMania has proved to offer such variety and indicated they are open to set new data centers based on our needs."

Eskandar Sadek, Solid State Systems LLC

"ServerMania has been able to provide and maintain excellent support standards, through their Customer Success and support teams. ServerMania is flexible and fast to act when we make requests."

Eskandar Sadek, Solid State Systems LLC

Personalized and Accountable Support

It was especially important for Solid State Systems to have access to accurate and timely support so they could properly service their customers.

ServerMania was able to meet the demanding needs of Solid State Systems through its Customer Success team, as well as a 24x7 expert support team. ServerMania's expert support team is always available via live chat, email, and phone.

WHAT ADVICE DOES SOLID STATE SYSTEMS HAVE FOR ANOTHER COMPANY ABOUT TO EMBARK ON A SIMILAR PROJECT?

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Eskandar Sadek, Solid State Systems LLC

The partnership with ServerMania allowed Solid State Systems to increase their market share and maximize profitability by having access to a global network of hosting solutions that could be rapidly deployed with no hardware investment necessary.

ServerMania was able to provide a personalized and diversified portfolio of global hosting solutions so that Solid State Systems could focus on their core business and leave the server management process to us.

ServerMania was able to provide Solid State Systems with:

- The latest enterprise-grade and customizable hardware
- Reliable and affordable data center options globally
- Personalized and accountable support
- Rapid server deployment

ServerMania is more than a server hosting provider. It's here to provide you with a personalized approach to service and deliver solutions that help you reach new customers and grow your business. ServerMania empowers your business with flexible, reliable, and affordable infrastructure backed by unmatched enterprise infrastructure expertise and experience.

LEARN MORE

ServerMania is a Canadian company with over a decade of experience building high-performance infrastructure hosting platforms for businesses globally. It offers a wide range of fully customizable dedicated, hybrid, cloud, colocation and IP Transit services.

ServerMania's mission is to empower clients by equipping them with fast, reliable, innovative infrastructure hosting while upholding a 100% network uptime SLA. This is assisted by a 24x7x365 rapid response team — one with some of the best response times in the industry.

To learn more about how ServerMania can help to reduce your business's infrastructure costs while improving reliability and performance, get in touch today.

server MANIA
HOSTING EMPOWERED

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