

DeRZ - Deutsche Rechenzentren GmbH Received Configured Racks in a Week With the Vertiv™ Rack Priority Program

A Vertiv Case Study



Background

DeRZ - Deutsche Rechenzentren GmbH is an independent specialist company based in Germany that implements IT environments, server rooms, and data centers. DeRZ is the perfect partner for secure, highly available, and economical IT infrastructures, from consulting and planning to construction, maintenance, and certification support. This results in IT infrastructures customized to the customer's requirements and implemented quickly and efficiently.

Challenge

DeRZ - Deutsche Rechenzentren GmbH is committed to providing every client's IT environment needs fast. However, it encountered a delay during the construction of a client's data center due to the unavailability of the configured racks for the project. These customized racks are crucial to the client's IT infrastructure. DeRZ - Deutsche Rechenzentren GmbH contacted Vertiv and registered in the Vertiv™ Rack Priority Program to order and install configured racks immediately and avoid delays.



Company Profile:

DeRZ Deutsche Rechenzentren GmbH is a solution provider for the planning, realization, and operation of secure, highly available, and economical IT infrastructures

Industry:

Information Technology & Services

Region:

Germany

Solution

Unfortunately, the search for alternative service providers who could deliver promptly was unsuccessful. This is where Vertiv, a global leader in critical infrastructure and continuity solutions, took on the challenge of delivering easy-to-install and customizable rack solutions on short notice. Providing quick and flexible services is particularly valuable in a fast-paced industry where swift responses and adaptable solutions are imperative.

After receiving a quote from Vertiv, DeRZ - Deutsche Rechenzentren GmbH sent an order on a Tuesday morning by registering under the Vertiv™ Rack Priority Program. This program allowed clients to customize racks according to their needs and expedite the orders as priority products, promoting shorter delivery times.

Vertiv immediately processed the order and manufactured the configured Vertiv™ Knürr MIR2 server racks. By Friday of the same week, the items needed had already been delivered. Because of the program, DeRZ - Deutsche Rechenzentren GmbH received their solutions only three working days after the purchase order and avoided delays.

Outcome

DeRZ - Deutsche Rechenzentren GmbH received the configured racks they ordered within just a week by registering under the Vertiv Rack Priority Program. It avoided delays and fulfilled its contract with the end consumer. Due to the positive experience of the client, the independent specialist company was able to receive several follow-up orders. This project has established trust between partners and clients.

April, 2023 - Day 2

Vertiv sent an official quote on Monday.

April, 2023 - Day 8

Vertiv delivered the configured racks to the end user only a week after the date of order.

April, 2023 - Day 1

Client reached out to Vertiv on a Friday evening to inquire about ordering two configured racks.

April, 2023 - Day 3

By Tuesday, DeRZ - Deutsche Rechenzentren GmbH sent an order by registering under the Vertiv Rack Priority Program.