

AS SEEN IN

Telecom Reseller

Who maintains high-tech devices when the manufacturer disappears?

If you bought a switch manufactured by InRange, Telenex, Computerm or General Signal just a few years ago, you may be experiencing some difficulty in obtaining an upgrade or having it maintained. That's because these companies, the early premier manufacturers for the switch and channel extension businesses, no longer exist. They are all now part of McData of Broomfield, Colorado and soon these may be added to the list of hard-to-upgrade-and-maintain products as the company is about to be acquired by Brocade.

The problems stem from many organizations, McData included, that designate the products of acquired companies as end-of-life, thus limiting sales of upgrades and parts and establishing end-of-service dates beyond which recent mainstay equipment will no longer be serviced. This is why many of America's corporate giants, long-time customers of InRange, Telenex, Computerm and General Signal, have turned to a small but rapidly-growing company that specializes in switching and channel extension products.

Billing itself as "The Switch Capital of the World," KCI was originally founded in 1982 by Jeff Klein, a former engineer and software developer. The company promptly established itself as a leading supplier of mainframe channel switching equipment manufactured by IBM, Tbar and Data Switch, the dominant OEMs of the day for large-scale enterprise-class IT centers. When the use of channel extenders became widespread, KCI, already expert in channel architecture, easily transitioned into this area, followed by WAN switching and eventually ESCON and Fibre Channel directors.

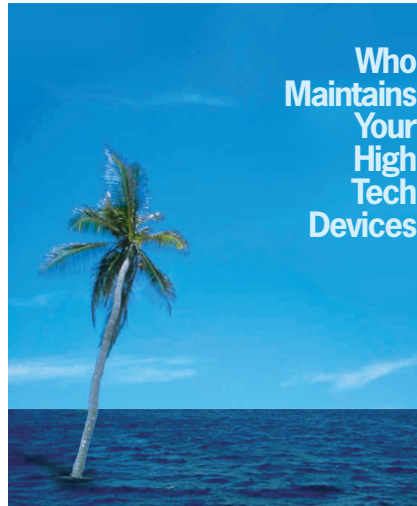
Today, with twenty-five years of experience, KCI has built a nationwide maintenance organization with eleven field offices in the United States and affiliated companies in London and Singapore. They also support former suppliers, business partners and dealers of InRange, Telenex, General Signal and Computerm products in England, Germany, Italy, Singapore, Australia, South Africa, Brazil, Thailand and India by maintaining a 24/7 calldesk for use in these countries where one can no longer obtain parts and support

from these manufacturers.

KCI maintains a modern 12,000-square foot reconditioning center and storage facility for machines and parts of over 100 different models made by the former InRange, Telenex, Computerm, Tbar and Data Switch companies. With a policy of buying almost every used machine that crosses its path, they have built a large inventory of parts for these products. As Wayne Duglin, Vice President of Technology, says, "It is virtually impossible for us to imagine running out of parts for any of the older McData legacy machines."

As one would expect, KCI's prices are lower than the manufacturers, as much as 80% for used hardware and by at least 35% for maintenance services. Combine this favorable pricing strategy with storing spare parts on premises and an escalation policy for problem resolution and you can see why the customer base is loyal and growing. As one recent customer wrote to Duglin, "I was impressed not only with the depth of knowledge held by your associates but with the willingness they all had to help me out of my predicament." ☞

For more visit teamkci.com.



Who Maintains Your High Tech Devices

When the Manufacturer Disappears?

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For Users Of...

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