

WHAT'S HAPPENING

Rackmount Solutions Puts Quality First

ISO 9001:2000 Certification Helps To Ensure Quality Manufacturing & Delivery

by Drew Robb

WHEN BUDGETS WERE SWOLLEN in the late '90s, quality grew in popularity. But following the high-tech crash, it was all about cutbacks, prioritizing IT spending, and doing more with less. Unfortunately, it's often too easy to put quality on the back burner when focusing on cutting costs.

In light of today's tight budgets, it's interesting to hear about a fairly new company that is putting quality first. Formed in December 2001, Rackmount Solutions (972/272-6631; www.rackmountsolutions.net) is not only an ISO 9001:2000-certified company, it has also been awarded two GSA (General Services Administration) contracts based on its high customer satisfaction ratings and top-notch reliability.

"Our mission is to listen to the IT engineer's specific needs and deliver super-quality, high-performance products through continuous innovation and operational excellence," says Rudy Rangel, a sales manager at Rackmount Solutions. "As a result, we take pride in supplying products that meet or exceed the quality and reliability requirements of each and every one of our customers."

The company develops, manufactures, and sources a wide range of rack-based products, including server racks and cabinets, wall-mount racks, network and LAN

racks, portable rackmount cases, and NEBS (Network Equipment Building Systems)-compliant racks for earthquake zones. Racks are generally available in widths of 19, 23, 24, and 28 inches. In addition, Rackmount offers all the accessories that go with racks, such as shelves, keyboards, and a variety of cabling and cable management supplies.

"The company specializes in rackmount storage . . . straightforward server racks and wall-mount racks all the way up to NEBS-compliant Bellcore earthquake racks, air-conditioned racks, and customized racks," says Rangel. "Our earthquake racks, air-conditioned racks, enclosed or open wall-mount racks, [and] two-post and four-post racks are specifically targeted at organizations with between 250 and 1,000 employees."

If you don't need a fully enclosed server cabinet, Rackmount Solutions has three rack frame lines. Its four-post relay rack, for instance, is available in 24 and 42U versions and can be used for servers, KVM switches, and network equipment in environments where security at the rack level is not required. The double server rack, on the other hand, has all the familiar equipment-mounting features of standard two-post aluminum racks but is stronger and more durable and is best for extra-deep and/or heavier servers, hubs, routers, or power supplies, such as those used for telco equipment. The company also has a

multivendor-compatible six-post server rack frame, in which Sun, Compaq, Dell, HP, IBM, and Intel gears can be enclosed due to six internal universal rails.

ISO Quality

The big news at Rackmount Solutions is its achievement of ISO certification. It can take years to fulfill the requirements of the ISO (International Organization for Standardization), the world's largest developer and publisher of international standards.

Rackmount Solutions completed ISO 9001:2000 certification this year. This rigorous standard specifies requirements for a quality management system wherein an organization needs to demonstrate its ability to consistently provide product that meets customer and applicable regulatory require-



ments. In addition, it aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.

"We are committed to providing products and service that meets or exceeds the quality and reliability requirements of our customers," says Rangel. "We will continually set, monitor, and improve our quality management system goals that meet or exceed

the changing requirements of our customers, both internal and external."

In addition to ISO certification, the company has invested time into satisfying GSA demands. The GSA puts all applications through a rigorous and exacting qualification process. Under the GSA Schedules (also referred to as Multiple Award Schedules and Federal Supply Schedules) Program, the GSA establishes long-term government-wide contracts with commercial firms. In its few short years of conducting business, Rackmount Solutions' racks have already qualified for two GSA long-term contracts, which means the company's products and business practices qualify it as a trusted supplier to government entities.

The GSA sends in a third-party verification company before accepting a vendor. Rackmount scored a 94% customer satisfaction rating, as well as fulfilled requirements for financial, reliability, cost, order accuracy, timeliness of delivery, support, and responsiveness.

Moving Forward

Where is the company going from here? In addition to continuing with its focus on quality, it has decided to provide a more turnkey type of business. Rangel explains that rather than supplying some items, Rackmount Solutions wants to become the port of call for a new data center by being able to supply everything it needs to launch successfully.

"If you have a data center that is in the infant stages, we would like to provide the entire supplies for the job," he says. "This would encompass bulk cable in the walls, jacks, wall plates, patch panels, patch cables, switches, power supplies, UPS backups, LCD monitors, KVMs, and obviously any rack required for the job."

Beyond that, Rackmount Solutions will be coming out with new products. "We are working on our cable solutions, both bulk and custom lengths," says Rangel. "This includes network cables and custom fiber of any length." □

For additional information contact
Deborah Petty

<http://www.rackmountsolutions.net>

sales@rackmountsolutions.net

1-866-207-6631