



FOR IMMEDIATE RELEASE
Contact: NSI Service Department
Phone: 800-634-8633

Economic Disaster Avoided in the Dark of Night

Gorham, ME – At 11:30pm on January 30th, a catalog order processing center in the White Mountains of New Hampshire faced a crisis. Power to their server died, just at the hour when most of their catalog orders start pouring through the Internet from overseas. The company made a frantic call to its technology service provider – NSI.

Within minutes, NSI's Regional Service Manager Bill Gombar was on the phone trouble-shooting the problem and getting the order processing center back on-line. At 3:30am Gombar determined the power supply units had to be replaced, he put in a rush order for parts, and a NSI driver was on the road.

Less than nine hours after the initial call, the new parts had arrived. However, as sometimes happens, one of the replacement parts was dead on arrival. As another rush order for parts was placed, Gombar kept the order processing center operating, and the problem was fully resolved by 6:45 Saturday evening.

It was just another day in the life of a NSI service technician. "I haven't had a whole lot of sleep the past couple of weeks," Gombar said. "We try to make our customers' problems our problems and we try to make those problems go away as fast as possible. That's our business."

NSI's VP of Service, Ed Garcia, coordinated the rescue mission throughout the night. He says the response was standard operating procedure. "As soon as we hear of a problem we throw all our resources at it until it's resolved," Garcia said.

About NSI

Serving Maine & Eastern New Hampshire, NSI is an experienced value added re-seller offering companies and government entities responsive, customized solutions and exceptional service. Founded as an IBM Mid-Range service provider, NSI has expanded its offerings to include Hardware Platforms, Imaging, Security Solutions, Storage Solutions, Software Sales & Implementation, Network Design & Development, Server Consolidation & Upgrades, WAN/LAN & Wireless Networking, Virtual Private Networks (VPN), Voice Recognition and Consulting.