

Reliability, on the Run NSI Diagnosis Saves Hospital

By Dee Griffin Sheing

Recently, while attempting to relocate the system console for our iSeries, we ran into a somber situation causing some unexpected downtime. Being a healthcare facility providing 24 x 7 patient services this was intolerable.

The situation was grim, no system, no console to issue recovery commands. It was midweek, midday - our busiest time - and a full house.

Immediately we started searching through the IBM reference manual for some help, then we realized that was not going to be quick.

A support call was placed to NSI.

Bill Gombar (NSI Service Manager, Northern New England) returned the call from his cell phone. He was stuck in traffic due to an accident.

What happened next was extraordinary. Not only did Bill walk us through gathering the error code from memory, he immediately recognized the code and proceeded to get us operational in a few minutes. All this while he was stuck in traffic!

Now that is exceptional customer service.

Bill saved the day. Thank you NSI for providing a great resource in Bill Gombar. It is comforting to know that we are supported by someone who knows his job inside and out, and demonstrates it consistently. Bill has always been there for us, but this situation highlights his knowledge and reliability. A shining star for NSI.

The author is Director, Information Services for Frisbie Memorial Hospital in Rochester, New Hampshire.

