End-of-Line Quality Check

Every order receives a Quality Check. Contents of the shipping group are matched against contents of the order to ensure that equipment ships exactly as ordered. The RCSC also maintains an online quality information log for documenting process changes and updates to complement weekly quality status meetings.

Customized Packaging and Shipping

Sometimes the "big square box" does not fit the customer's needs. RCSC can arrange special packaging, special carrier handling, unique banding or taping, inside delivery and other related services to meet the customer's requirements.

The Rochester IBM Customer Solution Center (RCSC) is equipped to perform technical services tailored to meet unique requirements.

RCSC will manage inventory and perform hardware/software customization and configuration. RCSC will test, consolidate and ship IBM and OEM equipment to specified customer locations.

Customer Benefits

- User Productivity
- Best value for $$$$
- Asset control assurance
- Single vendor interface within multi-vendor environment
- IBM experience and expertise
- Flexibility of services
- Quality commitment

Contact Information

RCSC Business Development:
Randy Quint, Manager - (507) 253-7123 rmquint@us.ibm.com

Jennie Lemire - (507) 253-4695 jdlemire@us.ibm.com

Tom Jaeger - (507) 253-7657 tajaeger@us.ibm.com

Cindy Scrodin - (507) 253-2359 cscrodin@us.ibm.com

Website:

http://www-03.ibm.com/systems/i/support/rcsc/index.html

Rochester Customer Solution Center...

➡ **Configuration**

➡ **Customization**

➡ **Integration**

➡ **Inventory Control**

➡ **Supply Chain Services**

➡ **Warehousing**

➡ **Shipping**

IBM®

Rochester Customer Solution Center

Customized Integration

Let us put the pieces together for you.

IBM

Software Loads, Customization and Networking

A processor cannot perform a customer's application without the right software. RCSC can preload the software more efficiently and cost effectively than a user or service technician on site. This includes preloading IBM, ISV and customer software or images, addressing host devices, loading distribution tapes, packaging documentation and other unique customer requirements.

Hardware Customization

Rarely is "off-the-shelf" equipment the complete answer to a customer's requirements. RCSC will install IBM and other OEM equipment per customer specifications before shipping the product to the customer. There are configuration switches and files to be updated whenever new features are added. RCSC can perform this work for the customer which will save installation and disruption time at the customer site.

System Integration and Test

In the case of very complex system configurations, it could be most advantageous to the customer to have the entire system (all components) assembled and tested as a total package before shipment. This verification process will simulate complete system connectivity prior to field installation. The RCSC handles virtually any hardware from routers, switches, handhelds and scanners, to laptops, desktops and servers, as well as blades, racks and clusters for super-computing. Additionally, we build and configure POS and self-serve kiosks for hotel, retail and other consumer environments.

Supply Chain Services

Coordinating customer-furnished equipment, OEM supply, and IBM equipment for system integration and/or staging and deployment can be a challenge. The CSC offers services which will integrate data from various sources of supply, along with customer roll-out schedules, to ensure in-bound equipment will come in timely for builds, while not building up excess. Avoid line outages, reduce expedites, and increase turns.

Refurbish

In many instances, the equipment being replaced may still have value to another part of a customer's business strategy. For this, we provide our refurbishing process. System tear-down with internal and external cleaning, along with needed hardware updates, will result in a refurbished quality product.

Hot Spares and Depot Services

Hard drive failures can cause considerable downtime at a customer location. Normal procedure would be for the service technician to order and install a new hard drive, then acquire and load all of the software before turning it over to the customer for recovery. The RCSC can load hard drives with the appropriate software already installed (Hot Spares) and ship them or other parts to a customer site by premium methods. Therefore, the service technician can merely replace the hard drive and the customer is ready to begin recovery. No time is lost looking for the correct tape or loading and configuring the software. We can also stock and ship out customer laptop or other PC equipment for quick adds and changes within the customer's organization.

Warranty Entitlement

Many system configurations shipped by the RCSC include units not manufactured by IBM. However, these units may carry a warranty from the manufacturing company. The RCSC will work with the customer on required warranty procedures.

Inventory Receiving/ Reporting

Each part received by the RCSC is for a specific customer contract. As these units arrive at the RCSC, they are logged into the Realtime Interactive Inventory System (RIIS). This system assigns each part a location in the warehouse and maintains electronic records of all customer inventory, including serial number detail if one is available. This helps provide peace of mind and records that all inventory is accounted for.