

# MaxPower Garner's Top Honors from Strategic Computer Solutions

Over the past four decades, Sal Graziano of Strategic Computer Solutions (SCS) has worked with literally hundreds of different companies within the power protection and computer industries. So it's no small accolade when Sal describes his working relationship with MaxPower as "the best that I have had with any partner, vendor, supplier or distributor in almost 40 years in the computer business."

Although it's been less than a year since the New York-based SCS first began purchasing Powerware UPSs through MaxPower, Graziano reports that the level of service and support he receives is second to none.

"It's the little things that have made my job a lot easier," he says.

For example, MaxPower's ordering process, which Graziano completes seamlessly over email. "I no longer need to print an order, fax it in, or even be at the office to place it," he explains. "I can do it by email from any location."

Even more, Graziano appreciates the prompt notification he receives every time an order ships. Noting that 95 percent of his products are sold with a 5-year maintenance contract, Graziano is able to quickly and efficiently track and store pertinent product data on all of his purchases. "I get the shipment notification with the product serial numbers from MaxPower, so I can put everything immediately into a database," he says. "At the end of five years, I can solicit the customer for maintenance renewal, creating an annuity revenue source."

Access to immediate and knowledgeable sales assistance through MaxPower's Customer Support Center also ranks high on Graziano's appreciation list.

"The help I get from Gene Abraham and his associates is phenomenal," he reveals. "They make my job so much easier."

Recently, Graziano received support configuring Powerware's newer UPSs, the PW9155 and PW9355. Furthermore, Abraham introduced Graziano to alternate battery solutions available to significantly extend runtimes on the PW9170+ product line. As a result, Graziano was able to custom-tailor solutions to meet the specifications tendered by his clients.

"By offering me these battery solutions, Gene has given me the availability to offer pricing that provides real value to the customer," Graziano explains.

MaxPower's emphasis on customer satisfaction enables Graziano to extend the same high level of service to his clients. In one instance, his customer needed to place an order for a large PW9170+ UPS, but was unable to accept delivery of the product for several weeks. "My customer wasn't ready to install it," he explains, "but MaxPower had everything he needed in stock and said they would not box it and ship it until the (desired) date ... which they did! There aren't many places where you can place an order and have it ship three weeks later by customer request."

Concludes Graziano: "I really appreciate all of the help that I receive from everyone that I deal with at MaxPower. I am extremely pleased with the relationship."