

12 Reasons to Choose KCI, Inc. Besides the Price

If you are reading this list you probably already know that KCI, Inc. has the lowest SAN switch and SAN director pricing around but here are a dozen more reasons to select KCI, Inc.

1. We have been in business for over thirty (30) years. During almost all of which time we've been dedicated to switching and channel extension. And, we have been actively providing our customers with direct KCI, Inc. maintenance since 1985.
2. Our technical support team is outstanding. All of them are manufacturer trained by one of the major switch manufacturers. The average experience level of the KCI, Inc. support team is nearly eighteen (18) years.
3. KCI, Inc. has over twenty years of in-depth switch, director and channel extender knowledge and experience with the following other legacy platforms : Brocade, Cisco, QLogic, McData, CNT, Telenex, Computerm, InRange.
4. KCI, Inc. will store a complete complement of spares on premises at all locations to facilitate rapid repairs. Spares will include power supplies, control cards and blades. All spares will be matched to your installed equipment to ensure compatibility.
5. KCI, Inc. has extensive experience with dial-in and call home features prevalent on many machines today and will utilize the remote connectivity capabilities of your equipment, where applicable, to troubleshoot problems whenever possible.
6. KCI, Inc. maintains switching and channel extension equipment at over fifty of the top 200 companies in the country and at many government agencies. In total we maintain over 3000 machines in over three hundred-fifty customer locations for clients that include IBM, Citigroup, Bank of America, AIG, AT & T, MasterCard, Travelport, PG&E, Avis-Budget, Prudential, State Farm, Verizon, VISA and The FBI.
7. At different times and for different customers, KCI, Inc. has supported machines for customers in Singapore, Germany, Brazil, Israel, UK, Denmark, Canada and Australia.
8. KCI, Inc. is IBM's vendor of choice for Brocade and McData legacy switch products and we currently maintain in partnership with IBM at over 75 IBM sites across the country.
9. KCI, Inc. is the proud winner of the Verizon 2011 Supplier Recognition Award for Outstanding Performance in IT services. We won this award in competition with virtually every major manufacturer and third party maintenance provider.
10. KCI, Inc. will guaranty that we will not raise your maintenance rates for as long as you use your equipment.



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11. For all maintenance contracts above \$20,000 annually, KCI, Inc. offers a 2% pre-payment discount for one year's maintenance payment in advance.
12. KCI, Inc. guarantees not to EOL your equipment. We will maintain your legacy equipment for as long as you choose to use it.

We hope the above portrays the uniqueness of KCI, Inc. support. Please review the twelve (12) reasons and forward it to your technical support team. We are, of course, available to discuss any of the above at your convenience.



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