Focus questions to help you add Vertiv to your sale

At Memory Bank, we aim to not only to provide you with a personable, friendly & honest service, we want to ensure we give you all the available tools to maximise your margin on every opportunity.

By asking your customers the following questions, you can familiarise yourself with their needs and expectations and, in doing so, provide even better customer service.

Applications

- What would happen if the power went out at your facility right now?
- Have you thought about the impact of damaged or corrupted data?
- If you have a converged data-voice network, have you protected all critical switches?
- If you have virtualised your servers, have you considered the impact on your UPS equipment?
- How much energy do your UPS units consume? How efficient are they?
- How often do you refresh and maintain your IT hardware (including servers)?
- What about your UPS equipment?

UPS Focused Questions

- What size UPS do you need (kVA or amperage)?
- What voltage is currently available at the site?
- What voltage do you need?
- What runtime do you want?
- Are there any clearances or size constraints we should know about?
- What are the bypass requirements?
- What type of input and output connections are required?
- Is there a generator on site?
- Does the UPS need to be scalable?
- Do you need redundancy?
- Do you need a maintenance bypass switch?
- When did you last check the batteries in your existing UPS units?

PDU - Focused Questions

- Do you have people entering the data centre to cycle power?
- Do you have the ability to maintain server connectivity and vie the reboot process when you issue a remote power command?
- What type of power feeds do you have? (110v,208VF,220V)
- Do you have servers with multiple power supplies?
- Do you have centralized management of your power?

Avocent Qualifying Questions

- How many servers do you manage?
- How many servers do you manage remotely?
- How many network appliances do you manage?
- Do you have multiple Datacentres/branch offices?
- What technology do you use to manage hubs/routers/firewalls remotely?
- Do you have UPS in place for all your Business Critical IT hardware?
- How many racks do you have?
- What are your key objectives for this year?

KVM - Focused Questions

- Do you have servers in multiple locations?
- Do you need local remote access to your equipment?
- Do you need the ability to transfer files to a server even if the server is offline?
- How many servers do you have in your datacentre?
- How many concurrent users need to access the equipment?

Advanced Console Server - Focused Questions

- How many servers and how much networking equipment do you connect through serial connections?
- What do you manage through serial connectivity? (access, monitor, and trouble shoot)
- When troubleshooting your equipment would it be of value to have a complete history of activity?
- Do you prefer accessing serial devices through SSH or browser?
- Is the power AC or DC? Single or dual?
- Do you connect remotely with dial up?

Service

- Do you need immediate service centre response?
- What kind of parts and labour coverage do you need?
- Do you want any type of preventive maintenance?