



GMI and Sun Deliver More than Hardware for Fortune 1000 Freight Company

One of the largest managers of freight and shipping in the world, providing a full range of logistical support services, needed help. They found themselves at a mission-critical point in their operations when the server product that they relied on from another manufacturer was discontinued.

The Problem

Worldwide, the company had several hundred systems spread across as many offices — all running a variety of custom built applications. “These servers ran the core applications we used to conduct our business. When the product was discontinued, it was a pretty big hit to our business. We had several hundred systems we needed to convert and a short amount of time to do it.” When faced with the mandate to either upgrade or replace each system, the company expanded their research to include Sun Microsystems.



"We had good impressions from the start. I've worked with a lot of resellers who have dropped the ball or been difficult to work with — not GMI. They executed very well. They were willing to customize what they did for us. Earl and his staff were just very easy to work with."

— Director of Support Services
GMI Client

The Solution

In late 2001, the company issued a Request for Proposal (RFP) for new server options. GMI teamed with Sun Microsystems on the winning proposal, offering reliable, high performance products and competitive prices. Together, GMI and Sun delivered excellent customer service, superior product knowledge, and convenient local integration capability. Key to winning the proposal, however, was a quick conversion with the support to make it happen.

"Our partnership with this customer began in early 2002," says Earl Overstreet, President of GMI. "We met with them to understand their requirements, developed configurations, and helped the customer's staff learn about the Sun™ environment. Working on a large world-wide deployment was exciting, and this customer was an ideal partner. They engaged us as an active member of the deployment team. They welcomed our suggestions and took advantage of our Sun expertise, local warehouse and integration facility, and flexibility. As a result, the rollout was completed ahead of schedule."

Rolling out the System

GMI supplied this customer with Sun Microsystems systems for a vast array of application and service environments, the servers ranged in size from the V100 through the E2900. Small and medium sized servers were supported by Sun StorEdge™ D2, 3120, or 3310 SCSI subsystems. Larger systems used Sun StorEdge™ T3 or 3510 fiber channel arrays. A variety of tape technologies were deployed including DAT, SDLT, and LTO in standalone and autoloader configurations.

GMI's local warehouse and integration capabilities were essential in timely deployment. At GMI, hardware was integrated, burned in, and tested. Custom software flashes were loaded. GMI provided remote access to the systems, enabling the customer's technical team to configure each system. GMI then labeled cables to simplify installation in the field and backed up each system prior to shipment.

GMI's added value did not end with the Sun equipment. Cables, modems, and data tapes were ordered by GMI and consolidated with the systems and storage in custom crates. GMI prepared commercial invoices for all international orders and contracted with the customer's local branch for shipping. Using the customer to handle shipping leveraged their expertise and brought the partnership full circle.

"We had good impressions from the start," the customer comments. "I've worked with a lot of resellers who have dropped the ball or been difficult to work with — not GMI. They executed very well. They were willing to customize what they did for us. Earl and his staff were just very easy to work with."

The Results

With a hard deadline of four years to complete the migration, GMI was able to get the job done in just two. GMI continued to work with the customer, ensuring the company has the equipment and advice it needs to continue its rapid growth.

"We've worked with several hundred resellers," comments the customer. "GMI is at the top as far as execution and putting together ad-hoc solutions to unexpected situations. GMI can expect to be the exclusive Sun reseller and solutions provider for us."



Sun, Sun Microsystems, the Sun logo, and StorEdge are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States and other countries.