

Network Hardware Resale unveils its hardware program in the APAC

Network Hardware Resale (NHR), a leading provider of pre-owned and new networking equipment, has launched its NetSure maintenance program in Singapore and throughout the Asia-Pacific region.

NetSure is a hardware maintenance program that provides substantial savings over traditional manufacturer maintenance with the flexibility to meet varying network support requirements. The enhanced service offering is available for most currently deployed network gear across Asia.

With NetSure, companies have access to 24x7 technical support and advanced hardware replacement at 50-to-90 percent off OEM contracts like Cisco's SMARTnet service. Replacement is next-day for many parts of Asia (regional exceptions exist where there are local freight carrier or customs restrictions), while Singapore-based customers also have a four-hour replacement option. Around-the-clock support is provided by a team of Cisco-certified technicians that provide customized coverage of network core, distribution and access layers. NetSure also provides an extra layer of protection for previous-generation gear and end-of-life network equipment, such

as Cisco's 6500 Series Switches, which boast an installed base of more than 350,000 units but are no longer eligible for new SMARTnet support contracts.

According to Mike Sheldon, president and CEO of Network Hardware Resale, the exorbitant costs of OEM maintenance often results in safeguarding core equipment only, leaving the rest of the network vulnerable to catastrophic failures. "NetSure provides the freedom to choose the level of support that makes the most technical and financial sense for the entire network, without compromising proficient, responsive service," he says. "Moreover, NetSure helps organizations avoid forced upgrades by extending the lifecycle of viable equipment that has reached OEM end-of-support and can no longer be placed under manufacturer maintenance." Glenn Fassett, general manager of Network Hardware Resale Asia-Pacific adds "Netsure is the first program of its kind on the secondary marketing and it enables companies to significantly lower their annual IT spend without sacrificing quality or expert technical support. With the announcement of the NetSure program, NHR continues our relentless commitment to being the world's leading provider of pre-owned networking hardware."

Enhanced NetSure support includes installation assistance, configuration review and advanced troubleshooting for rapid issue resolution on a variety of platforms. Additionally, NHR provides a single point of contact for multi-manufacturer networks, including highly-trained experts on Cisco, Juniper, Foundry and Extreme technologies. NetSure support is available on a module basis, enabling companies to tailor their support for specific locations or portions of their networks.



Glenn Fassett

NHR serves more than 10,000 customers worldwide, including Global 1000 organizations, small and mid-sized enterprises, government entities, educational institutions, health-care organizations and telecommunications service providers. The company currently offers a full range of used, new-surplus and new network equipment for production networks, disaster recovery, testing and sparring. In addition, the company's expanding service offering includes asset recovery solutions, technical support, maintenance and warranty optimization services.◊

The YCH Group pilots Dell's new blade servers

The YCH Group has been selected as the first customer to pilot the new blade servers Dell PowerEdge M600 with the Dell PowerEdge M1000e Modular Blade Enclosure.

The Dell PowerEdge M600 and the EMC CX3-20 solution enhances the company's current IT infrastructure to further improve efficiencies of their integrated logistics and supply chain solution capabilities.

YCH is in the business of providing integrated logistics and end-to-end supply chain management (SCM) services such as warehousing and inventory management, transportation and distribution management, and freight management services to its MNC customers throughout the entire Asia Pacific region. With the new Dell solution, companies like YCH may be able to see significant improvement in terms of operational efficiency, cost savings and customer delivery times.

"In the highly competitive Supply Chain Management industry, it is

imperative for us to continuously seek out new technologies to optimize the efficiency of our operations to bring further value to our customers," says James Loo Wai Kheong, chief information officer of YCH Group.

He adds, "Given that we need to consider space restrictions, power and overall maintenance, we needed a solution that is both capable of sustaining a 24x7 operations and at the same time empower our supply chain applications to reach the next level."

Dell's relationship with YCH goes beyond customer/vendor as the latter has also been one of Dell's main preferred SCM partner in various parts of Asia including Singapore, Malaysia, Thailand, India and Greater China over the last decade. This partnership has also allowed Dell to provide technology-based consultation and relevant solutions that best fit YCH's needs.

Dell has consolidated YCH's storage requirements into SAN by utilizing the EMC CX3-20 which is in Phase 1

and the consolidation of the servers on the new Dell PowerEdge M600 in the Phase 2 approach.

"The new Dell PowerEdge M600 has met our expectations, enabling us to deliver better and more efficient service to our customers. We are nearing the end of the trial stage and expect the full infrastructure to be up and running by end of this month," states Loo.

"We believe in simplifying IT for our customers and in YCH's case, it is very unique as YCH is both our customer and partner," says Pamela Lim, Dell Singapore country manager. "Our latest offering of blade server is among the broad initiatives of Dell's Simplify IT to bring about lessening complexities for customers. By providing a simplified solution with our technology know-how coupled with the latest hardware and relevant support services, YCH is well equipped to further strengthen their position as the leading supply chain company in the region."◊

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