

Who is Rorke Data and what is Galaxy?

With over 25 years of experience and 10,000 installations worldwide, Rorke Data, an operating group of Avnet Inc., delivers Galaxy® storage solutions which provide value, capacity and performance that are perfectly tailored to meet mid-range market demands. From direct attached applications all the way to a storage cloud, our Galaxy line of high-performance, energy-efficient, scalable products offers the features, quality, post-sales service, and support that midrange storage customers are looking for.

Business Related Questions

How do I become a Rorke Data reseller?

Reseller partners have been critical to our best success and we don't see that changing now or in the future. To become a Rorke Data reseller, the first step is to visit our web site at <http://rorke.com/selectpartnerprogram.cfm> and download and complete the VAR/Reseller application form. You will also need to download and complete a credit application if you are not an existing Avnet partner.

Where can I get more information about Rorke Data's Select Partner Program?

Details can be found at <http://rorke.com/selectpartnerprogram.cfm>. If you still have questions, send us an email at partners@rorke.com.

Sales Related Questions

What do I do if I have an opportunity?

Register them! Quick! Our deal registration program assures that you receive our best pricing and provides you a price advantage over your competition. To register an opportunity, go to the partner page at Rorke.com and follow the on-screen instructions. The direct URL is <http://rorke.com/about-partners.cfm>

Can I register a deal without being a Rorke Data reseller?

Rorke Data will accept registrations from resellers before they are authorized. However, the registration is contingent upon the reseller submitting a VAR application within 48 hours from the time the registration is granted. If the application is not received, the registration will become invalid. Please note that product will not be shipped until a reseller is authorized.

Where do I get pricing?

Current price lists are available from the Partner Portal at www.rorke.com.

How do I get a quote?

Either email a request to RorkeData@Avnet.com or call 1-888-636-3658 and the Rorke/Avnet configuration team will work with you to put together the information necessary to provide a quote. Please note that all quotes will include a base level of support of 9x5 next business day parts and labor.

Does Rorke Data have any field resources?

Rorke Data has both field and inside sales and technical teams to assist at any stage of an opportunity. Please funnel any requests for field support through Partners@Rorke.com

Support Related Questions

What is Rorke Data’s pre and post sale support policy?

Rorke Data reps are available by phone, email or onsite visits to help support an opportunity. Additionally, Authorized and Premier Resellers will have access to Rorke Data engineers as necessary. As discussions with customers become more detailed, Rorke Data can utilize a Statement of Work. This statement of work allows us to set expectations and deliverables to ensure both the VAR and their customer that we will meet and stand behind the level of support required for their application. Our support offerings range from 9x5 phone support up to 24x7 onsite parts replacement. All support calls are taken from Rorke Data’s Minnesota or Georgia support offices.

Does Rorke have worldwide support capabilities?

Yes we do. Rorke Data can provide support in many countries in Asia, South America, Europe and the Middle East. Contact Partners@Rorke.com for details regarding a specific country.

What is the Rorke Data warranty?

All Rorke Data Galaxy storage products include a three year warranty. Extended warranties and support options are available either at time of sale or post sale. Transportation fees for dead-on-arrival (“DOA”) products will be paid for by Rorke Data

Contact Information

Quote Assistance	RorkeData@Avnet.com	1-888-636-3658
Pre-Sales Technical Support	RorkeData@Avnet.com	1-888-636-3658
VAR Business Questions	Partners@Rorke.com	1-800-328-8147
Post-Sales Service	http://rorke.com/openaservicecall.cfm	1-800-328-8147
Post-Sales Technical Support	TechSupport@Rorke.com	1-800-328-8147

Who can I contact for additional information?

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