



ISO 9001:2000 &
ISO13485:2003 Certified

Comprehensive Professional Services >

OEM System Integration & Outsourcing
Pre-Sales Consultation & Global Installation
On-site Service & Support

- » Technical Pre-sales Consulting
- » OEM & ISV Contract Manufacturing
- » Third Party Procurement & Outsourcing
- » Complete Hardware & Software Integration
- » Remote Managed Services
- » Custom Solution Development
- » Private Labeling & Global OEM Logistics
- » Global Installation
- » Enhanced Services & Support

The Value Proposition

Rorke Data's Professional Services Division delivers a unique value proposition for our customers. Our contact management, global manufacturing & warehouse facilities and logistics infrastructure are all tightly integrated. Therefore, our customers enjoy a very efficient, consolidated point of contact to manage a wide range of business-critical activities including:

- » R&D
- » Design and Assessment
- » Project Management
- » Global Purchasing
- » Customer Support & Maintenance

Quality Driven Culture Service & Support Infrastructure

Built on an Oracle database, Rorke technical personnel, including Solution Architects, Integration teams, Installers and Field service technicians can all collaborate in real time. By utilizing our custom, secure intranet application and SupportForce, Rorke has integrated a powerful set of tools to insure quality assurance and immediate customer response.

- » Online ISO Quality System
- » Documentation Library
- » Controlled Documents Management
- » Project Management Practice
- » Custom Work Instruction Development
- » Strict Documentation Version Control
- » RMA Records Management
- » Statement of Work Documentation
- » Integration Records Management
- » Training Records & Certifications
- » Service & Repair Portal
- » Project & Call Tracking
- » All Issues Logged & Documented



A key differentiator for Rorke Data is the technical support help desk service. Maximum uptime is guaranteed with our second to none help desk/support services. Customer expectations met and exceeded based on our ISO standards. Delivering superior service on a global scale around the clock 24x7x365 is the support infrastructure we maintain and believe in.

Rorke Data & Avnet: The Best of Both Worlds

Storage-Centric Vertical Market Expertise

- » Vertical industry workflow knowledge
- » System Integration, Manufacturing & Value-added Outsourcing
- » RAID, SAN, NAS, Archive, Server & Network solutions
- » Name Brand & Custom Solutions Expertise
- » Flexible Solutions Development
- » Stringent Documentation & Quality Assurance

Storage, Server & Network Solutions Expertise

HIGHLIGHTS

- » Technical Presales Consulting
- » Complete Hardware & Software Integration
- » Custom Development
- » Global Installation Services
- » OEM & ISV Manufacturing
- » Private Labeling & Global OEM Logistics

Technical Presales Consulting

Whether it's a one time project-specific need or a complete product line deployment, certified, experienced Solution Architects work closely with our customers to help define the desired system based on required functionality, cost, form factor, and performance. The critical initial phases of your solution are defined, documented and assigned a unique global project ID#. Accurate cost assessments, procurement and logistics parameters, version control measures and customer acceptance criteria are derived and agreed to via an open and collaborative effort between all parties.

Complete Hardware & Software Integration

Rorke Data offers complete system integration; from flexible desktop storage options to OS, ISV application pre-load services, server optimization, enterprise-class name brand and white box storage system staging as well as network infrastructure engineering.

This deep level of integration provides our customers with a single point of contact for interoperability testing, solution engineering as well as service and support.

Custom Development

Storage-centric, custom system development and deployment is a highly defined, well documented professional practice at Rorke Data.

We offer existing product modification as well as ground up system design. We leverage 20+ years of solution development experience, and rely our company-owned global network to ensure customer satisfaction.

Global Installation Services

Rorke Data provides a unique, wide range of pre-site technical analysis and on-site installation services. We combine customer application and workflow knowledge with broad industry certifications for name brand server and storage platforms, operating systems and network topology.

We leverage Avnet's global footprint to deliver cost-competitive installation when and where our global customers require it.

OEM & ISV Contract Manufacturing

Rorke Data, together with parent company Avnet delivers a compelling value proposition for our OEM & ISV partners. Rorke efficiently integrates unprecedented customer service, manufacturing, integration and logistics capabilities with Avnet's tier one global supplier relationships. The result is the flexibility to design, build and deliver cost-effective products and services to any size customer directly or on behalf of a given customer's channel partners.

Third Party Procurement & Outsourcing

Rorke Data is the only value-add supplier you will need for custom designed solutions, name brand 3rd party products or any combination of both. Complete bill-of materials management from procurement to integration, test and deployment is based firmly on ISO 9001:2008 driven procedures and documentation. As a subsidiary of Avnet, Rorke has costcompetitive access to hundreds name brand storage, server and network product lines. And we are in the unique position to simultaneously manage custom solutions as well.

Private Labeling & Global OEM Logistics

Rorke Data is a respected brand in storage-centric vertical markets such as Healthcare, Digital Video Post and Video Surveillance. However, over 50% our storage and server solutions ship as re-branded systems on behalf of our Global Fortune 500 OEM customers. Re-branding and custom packaging are only part of the comprehensive services we offer. Our infrastructure allows us to track every component of your BOM by serial number to insure version control, managed EOL notification, technical documentation relevance all backed by QA auditing.

Global Post-sales Service & Maintenance Programs

Bronze & Silver 9x5 On-site

The Bronze & Silver support programs are an On-Site Maintenance offering. Rorke Data has developed this comprehensive support offering to fit the needs of customers who require coverage on system components, yet don't require the faster response times of our Gold offering.

Gold 24x7 On-site

Gold is a feature-rich program that is designed to provide many components above and beyond the Bronze & Silver programs. The minimum cost of Gold will easily translate into maximum value. This program builds upon the basic components of Bronze & Silver with the goal of maximizing uptime and availability through additional proactive features and a greater emphasis on response time and availability.

Data Migration

If you have chosen a new software application or your legacy storage products are approaching the end of their service life, safely moving your data becomes critical. Rorke Data offers two specific services that address these needs: Data Migration Services (DMS), software application to software application, and Data Conversion Services (DCS), legacy storage to new storage.

- » Fully automated process
- » On-site installation
- » Intermediate storage available
- » Secure internet connection
- » Regular project reports
- » No downtime
- » Hyper Migration available

Remote Monitoring

Rorke Data's Remote Monitoring Service (RMS) supports any system, any service and any client. It is a network monitoring service that optimizes uptime, lowers operating cost by reducing internal IT resources, and allows you to boost your service offerings with minimal time and training.

- » Monitors interface traffic
- » Monitors SNMP enabled devices
- » Monitors device Syslogs
- » Alarm console, performance, SLA reporting

Data Recovery Services

With the large volume of data now being stored, the potential for data loss is greater than ever. If data loss should happen to you, we are here to help! Rorke Data, in partnership with Ontrack Data Recovery, offers data recovery services for virtually any type of device that stores data files.

Ontrack® Data Recovery Partner Program

- » Consultation & evaluation
- » List of recoverable files
- » Real-time communication
- » 24x7 online job status tracking
- » Successful recoveries
- » Deliver recovered data on media of choice

Service Level Agreements

- » On-site Maintenance Contracts
- » Enhanced Warranties
- » Depot Repair
- » 24x7 On-site Maintenance
- » 9x5 On-site Maintenance
- » Advanced Parts Exchange Maintenance
- » Extended Warranty
- » Software Support Contracts

Optional Services

- » Installation Services
- » Data Migration
- » On-site coverage for Non-Service Related Activities
- » Remote Monitoring
- » Service Outside of Warranty
- » Performance Analysis/Tuning
- » Data Recovery
- » Site Audit Services
- » Custom Designed Services

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