



## Lenox Obtains “Rock Solid” Hardware Support Services from ISS Solutions



### SNAPSHOT

**Company:** Lenox Group Inc.

**Headquarters:** Bristol, PA

**Business:** Market leader in manufacture and sales of giftware, tableware, and collectables

### OVERVIEW

#### Challenge:

Obtain transparent business continuity for 62 high-end servers and 35 printers, which undergo heavy usage, especially during seasonal peaks.

#### Solution:

Contract with ISS Solutions for 24x7x365, four-hour delivery of parts and hardware repair.

#### Benefits:

- Ensured business continuity through parts sourcing and repair of all servers and printers within four hours—on any day, at any time
- Consolidated maintenance under one contract for servers of varying age, warranty status, and manufacturer
- Met erratic business demands during seasonal peaks through “impossibly” fast and cost-effective purchase of urgently needed hardware

**Lenox manufactures and ships thousands of boxes of giftware to retailers**—Most of these shipments are sent during the holiday rush between October and January. If one of the heavily used Zebra printers goes down, shipping is slowed until repairs are made. Depending on how long the printer is down, inventory might not reach retailers promptly, negatively impacting important holiday sales figures.

Through its partnership with ISS Solutions, Lenox has altogether avoided this situation. Zebra printers have been fixed within four hours of a simple phone call to ISS Solutions. In fact, during their eight-year partnership, ISS Solutions *never* has taken over four hours to fix a Lenox printer or server.

Lenox trusts the same company that maintains their critical printers with server maintenance and hardware purchasing.

### Ensured business continuity through 24x7x365 four-hour server and printer maintenance

Most IT managers have servers and printers that are critical to their companies’ business. At Lenox, shipments of product from their manufacturing facilities swell between October and January. Every printer’s and server’s availability and performance requirements are heightened to the highest degree. Four-hour repair of critical hardware is not a “nice to have” during the holiday season—it is a business requirement.

Lenox Director of Infrastructure Tom Johnson says “ISS Solutions has consistently provided timely and effective problem identification and resolution. We have placed service calls on weekends and off-shift hours and received the same excellent response as during regular business hours.”



Zebra printers are used heavily during the holiday season to create mailing labels for the shipping of Lenox products to retail stores. ISS Solutions technicians repair or replace defective components, perform preventive cleanings, clear jams, and perform intricate calibrations.

## Consolidated maintenance under one contract for a variety of servers

Lenox recently overhauled its server base to leverage new technologies, such as virtualization and blade servers. This reduces the number of servers to maintain but, because business data has been consolidated, it is even more critical that servers are managed and repaired immediately.

To meet Lenox' requirements for server maintenance, ISS Solutions must have certified technicians that can work on various models of servers. ISS Solutions Senior Director of IT and Contact Center Services Ed Butler explains: "ISS Solutions partners with leading server manufacturers, such as HP and IBM, enabling us to sell and service what most customers require. Our breadth and depth of experience enables us to consult with our customers to select the right product mix and support solutions, ensuring high availability and business continuity."

## Met erratic demands for hardware during seasonal peaks

ISS Solutions delivers competitive pricing and faster delivery than with other vendors from which Lenox has ordered. During the holiday season, Mr. Johnson has needed specific pieces of hardware immediately. "ISS Solutions has provided blade servers, stand-alone servers, laptops, and other urgently needed items in a much faster turnaround time than I would ever hope."

For example, when a Smart Array Controller was needed for a critical server, ISS Solutions was able to leverage its local spare parts inventory and deliver the component to Lenox within one hour. Other vendors were out-of-stock. Where needed, ISS Solutions can provide same day or 24-hour delivery of parts.

For purchases of hardware with a more standard turnaround, Lenox uses the ISS Solutions' web portal and occasionally contacts the ISS Solutions' IT Sales team for technical advice and product comparisons.



**"My customers are the Lenox warehouses, stores, and the office personnel. Repairs are transparent to them. It's like an umpire's job: You make the right call and no one knows. You make the wrong call and everyone's hunting for you. ISS Solutions is the right call for your IT Infrastructure support needs."**

—Tom Johnson, Director of Infrastructure, Lenox Group Inc.