



Solving Data Challenges with Zerowait's Expertise and Tailored Solutions

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A Crisis Ignored by OEM Support

Imagine your organization facing a critical data corruption issue, only to be met with indifference from your OEM support team. This was the reality for a well-known religious organization a few months ago. Having lost their NetApp in-house specialist, they struggled with unresolved technical problems with their FAS2552 filers and were left frustrated. In today's fast-paced digital landscape, where data integrity is paramount, such neglect can spell disaster. Yet, this organization found a lifeline in an unexpected partner—Zerowait—whose expertise and customer-centric approach turned their crisis into an opportunity for transformation.

Understanding the Pain of Unresolved Issues

Data challenges are more than technical glitches; they disrupt operations, erode confidence, and strain budgets. The runaround they received wasted time and resources, leaving them desperate for a partner who would listen and act. At Zerowait, we know how critical it is to have reliable support when the stakes are high. We're committed to providing solutions that restore trust and functionality.

Zerowait's Expertise and Tailored Solutions

When this organization reached out to Zerowait, our engineering team didn't just offer a quick fix—we took the time to understand the root of the problem. We provided clear, actionable guidance to resolve their data corruption issues, empowering them with knowledge and restoring their system's stability. But our support didn't end there. Months later, the organization returned, seeking our expertise for two distinct needs: a newer, transferable licensed NetApp FAS2720HA filer for one part of their operations and SimpliStor with ZFS for another. Why? Because Zerowait's solutions were designed to align with their unique schedules, budgets, and technical requirements. Our transferable NetApp equipment offers flexibility and cost-efficiency, while SimpliStor with ZFS delivers robust, scalable storage with advanced data protection. By offering both, we ensured this organization could address diverse needs without compromising on quality or affordability.

Building Trust Through Results

The religious organization's return to Zerowait speaks volumes. They didn't just find a vendor; they found a partner who prioritized their success. Their appreciation stemmed from our ability to solve their immediate issues and provide long-term solutions that fit their operational and financial goals. Unlike the OEM, which left them stranded, Zerowait's hands-on approach and tailored offerings rebuilt their confidence. This case exemplifies how Zerowait overcomes the limitations of traditional support models, delivering results that drive efficiency and trust. For organizations facing similar challenges, Zerowait offers a proven path forward—expert support, flexible solutions, and a commitment to your success.

Contact Zerowait today to discover how our engineering expertise and tailored solutions can address your needs: from transferable NetApp filers, support and upgrades to our SimpliStor line. Visit our email us at sales@zerowait.com or call our team at (302) 996-9408 to schedule a consultation.