



ACECOMPUTERS
expect a perfect fit

CASE STUDY

MERRILLVILLE COMMUNITY SCHOOL CORPORATION

Their Challenge

Indiana's Merrillville Community School Corporation serves 6,900 students in 9 schools. They first approached Ace Computers in August 2010 to bid on a large computer purchase.

Steve Kerr, the corporation's Coordinator of Network Operations, Research and Development, explained, "We had planned to install four computers in each of our K-6 classrooms. We wanted a computer system that was compact and would hang off the back of a LCD monitor. So we put the project out for bid and Ace Computers was one of the bidders."

Steve was particularly impressed by the 7-year warranty that Ace Computers offered and the fact that they thoroughly test and evaluate their technology before it goes out the door. "The guarantee has been one of the most important aspects of our purchasing decisions," he said. "We wanted a company that would stand behind what they sold us and give us the ability to use these devices for many years."

Mitch Hanson, Ace Computers' Area Sales Director, added that while most components have a standard 3-year warranty, Ace Computers is confident that their equipment will last at least 7 years.

After meeting with Mitch and Ace Computers' CEO John Samborski, Steve was convinced that Ace Computers offered the ideal combination of quality technology and a competitive price. The initial purchase was for 832 small form factor computers that could be configured in pods of four.

"Being in the educational field we need to do everything that we can to maintain cost.

Ace Computers has worked with us to keep the cost of computer systems down while still maintaining a high level of quality."

Steve Kerr
Coordinator of Network Operations





MERRILLVILLE

MERRILLVILLE COMMUNITY SCHOOL CORPORATION
We Strive for Excellence

Our Solution

Mitch explained that one of the major advantages for clients like Merrillville is the ability to meet exact specifications. "If you go to Dell, for example, they are going to give you options and that's what you get," he said. "With us, you tell us what you want. Custom doesn't mean more expensive. We use the same basic parts that other companies use; the difference is in how intelligently those parts are configured into the design."

He continued, "Merrillville told us exactly what they wanted. By far and away the number one consideration that goes into our designs is the client's performance specifications—what the equipment needs to do. We always try to exceed the specifications and still come out lower in price than other companies"

Part of the reason that going with Ace Computers just makes sense is that they plan for expandability. For example, they often have more expansion slots than competitors and off-the-shelf products. Another benefit of working with Ace Computers is consistency across the product line. For example, when all computers have the same drivers it streamlines upgrades.

Their Success

The confidence that Merrillville had in Ace Computers and the 7-year guarantee was well-founded. Since the original purchase in 2010, the school system has completed 11 orders for a total of 2,328 Ace Computers desktops, servers, and notebooks. The failure rate has been less than 1 percent.

"I think that is outstanding; I don't know who could hope to match that," Mitch said. "The quality of the products and the service we've delivered have been fantastic and I know Steve is very appreciative of our consistency and responsiveness."

Steve said that it's all about the quality, guarantee, price, and customer service. "We have developed a great relationship," he said. "Mitch is available to answer my questions and to offer suggestions and ideas. Being able to have that communication with a sales rep is very important in making decisions and planning upgrades. Customer service has been excellent. When we do contact support, we receive answers right away and parts are shipped when we need them."

He concluded, "Being in the educational field we need to do everything that we can to maintain cost. Ace Computers has worked with us to keep the cost of computer systems down while still maintaining a high level of quality. Because of this I have recommended Ace Computers to others and will continue to recommend them."

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About Ace Computers

Multiple award-winning Ace Technology Partners, LLC (Ace Computers) is a Woman-Owned Small Business custom technology systems builder and reseller for the public sector as well as the commercial sector. It has been an industry leader since 1983. In addition to some of the finest academic institutions in the U.S., long-term clients include the U.S. Department of Energy and the U.S. Department of Defense. Ace Computers builds custom technology with the same components that top manufacturers use without the premium price. Its principal, recognized industry expert John Samborski is an alumnus of Intel's prestigious board of advisors. In addition to its Greater Chicago headquarters, Ace Computers has locations in New Jersey, Minnesota, and Idaho. To contact Ace Computers, call 1-877-223-2667 or 1-847-952-6900 or visit www.acecomputers.com.

Links

Ace Computers on LinkedIn: <http://www.linkedin.com/company/98135?trk=tyah>

Ace Computers on Facebook: <http://www.facebook.com/#!/AceComp>

About the Client

Indiana's Merrillville Community School Corporation serves 6,900 students in 9 schools. A wide range of educational programs and activities are equally available to all ages from preschoolers to senior citizens.

The school system maintains a comprehensive curriculum with state-of-the-art technology and is committed to fostering a learning organization that encourages continuous improvement and quality for both students and faculty. Teachers use a wide range of teaching methods to ensure that students are active learners. Each student is motivated to take ownership for learning that leads to the mastery of basic skills, literacy in a wide range of subjects, and proficiency in technology.

The Merrillville Community School Corporation develops skills for students in areas of independent learning, responsible citizenship, and productive employment. It also provides the community with educational, vocational, and recreational resources.

Links

Merrillville Community School Corporation: <http://merrillville.schoolwires.net>

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