

Distance and bandwidth: two business challenges easily overcome through partnership

A collaborative approach to serving a customer who has multiple locations

A prospective customer, a medical device company with employees in Northern and Southern California, needed ongoing IT services in both locations. KME Systems knew exactly whom to call to help land the business: Steve Nerverve at Nevtec.

“Steve and I have known each other for a long time,” says KME principal, Mark Essayian. “We met at a Trust X Alliance function years back and have been friends and colleagues ever since—and we’ve learned how we can help grow each other’s businesses through collaboration.”

KME Systems and Nevtec both serve SMB customers and have expertise in the medical technology industry, so the arrangement is ideal.

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“The prospective customer wanted to know they could have rapid response on site to keep their people productive,” explains Essayian. “We know we can count on Steve and his team to be there—for everything from consultation to implementation to troubleshooting.”

“Our two firms have worked out a simple and effective support solution and it’s completely transparent to the customer, who immediately saw the benefit of having

two companies actively engaged in their IT services. And this joint arrangement has been an excellent revenue source for both companies.”

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The power of Trust X Alliance

“There are many benefits of Trust X Alliance membership,” says Nerverve, whose company has been a member since 2011. “Besides the ability to meet and forge partnerships with people like Mark, Trust X gives companies like mine the opportunity to develop a closer working relationship with Ingram Micro and its vendor partners—and much better understanding of the IT market opportunities.”

“I feel the same way,” adds Essayian. “Ingram Micro’s commitment to the Trust X Alliance organization and members like us has been a huge and indispensable asset to our business.”

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