



## ISC Corp.

ISC Corp. is an award-winning IT reseller of advanced technology solutions. ISC specializes in the design, deployment and ongoing management of IT systems for customers in education, finance and healthcare institutions, commercial enterprises, and city, county and state government entities.

## Background

Founded in 1998, ISC provides basic and advanced technology solutions to organizations primarily in the greater Rocky Mountain area. ISC has offices in Wyoming, Colorado and Utah and supports customers in 38 states and seven countries. Business growth prompted the creation of a new data center to support continuous availability for ISC's IT and telephony systems. But the company also designed and equipped its new data center to serve as a dramatic, state-of-the-art sales tool promoting its capabilities as well as those of its technology partners. For both reasons, Liebert power and cooling systems were selected for ISC's new data center.

## Case Summary

**Location:** Denver, Colo., with additional offices in Wyoming and Utah

**Emerson Network Power Products/Services:**

- Liebert Npower UPS System
- Liebert Mini-Mate2 Precision Cooling

**Critical Needs:** Provide adaptive cooling and power solutions for a new data center to efficiently meet current and future needs

## Results

- Improved management and reliability of power protection system.
- Deployed a highly scalable system that enables future expansion.
- Provided sales force with a powerful demonstration of ISC's capabilities and those of its technology partners.
- Positioned ISC as a proven source of leading-edge power and cooling within a state-of-the-art data center.

## The Situation

Throughout its 10-year history, ISC Corp.'s consistent record of growth has been accomplished because of one of the company's core philosophies: "What starts right, stays right – it's one of our favorite sayings," says John Palley, ISC general manager. "That applies not only to the projects we undertake, but also to our partner relationships."

Those partnerships include Cisco, EMC and, for data center power and cooling solutions, Emerson Network Power. As a Cisco unified communications integrator, ISC holds the Cisco Master Unified Communications Specialization. ISC is also an EMC Velocity and VMware Partner.

As for its partnership with Emerson Network Power, ISC practices what it preaches, not only selling Liebert products, but relying on them for its own power and cooling needs. ISC recently built a new data center in Denver to support its IP telephony network and virtualized servers in both Denver and Casper, Wyo. It also supports a product demonstration lab that contains more than \$1 million of equipment.

Palley explains, "We needed a fully redundant data center for our production equipment. When we designed our new data center, we wanted the latest in infrastructure and technology to run our business and to fully demonstrate our capabilities and those of our technology partners."

"The demo lab is a critical part of our selling strategy," Palley adds. "The performance of the equipment that supports it impacts not only our day-to-day operations, but also our future growth."



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*John Palley, general manager,  
ISC Corp.*

## The Solution

ISC contacted Dave Aguilar at nearby AC Systems, Inc., regarding its new data center's power and cooling needs. AC Systems is the exclusive sales and factory service representative for Emerson Network Power brands in Colorado and southern Wyoming. According to Aguilar, "AC Systems developed a scenario for ISC with a 30 kVA Liebert Npower UPS system and two, five-ton Liebert Mini-Mate2 precision cooling units."

The Liebert Npower is a mid-sized, three-phase UPS system that delivers complete, centralized power protection for mission-critical applications. The Liebert Mini-Mate2 is designed for precision

cooling, humidity control and air filtration of smaller areas. Installed above a dropped ceiling, the Liebert Mini-Mate2 is easy to service because it requires only front access for maintenance.

Although ISC was in this case a customer rather than a selling partner, the relationship with Emerson Network Power remained consistently collaborative. “They worked closely with us to provide the right kind of power and cooling. They worked with us on the design of the facility and getting us what we needed to support the entire building, including the demo facility,” Palley says.

## The Results

The entire experience – from specifying the equipment to its installation and on-site testing – was exactly the kind of service that ISC strives for with all of its clients. “Everything was spot on,” Palley says. “Because our working arrangement with Emerson Network Power and AC Systems was consultative throughout, there were no hiccups or problems.”

Palley continues, “The equipment was delivered on time and on spec. It went about as smoothly as you

could have imagined. Tactically, it couldn’t have gone better.”

From Aguilar’s perspective, the benefits of working with ISC go beyond the higher efficiency and availability of the technology upgrade. He expects the new data center to have a dramatic impact on ISC’s ability to demonstrate the services it sells. “ISC is in the top echelon of partners, a real class act organization,” he notes. “With the new data center, they have an additional selling tool that every reseller can and should use: a data center that showcases the actual solutions they are selling.”

Aguilar adds, “It’s crucial for a reseller to utilize the brands they are recommending to their customers. The fact that they are using what they are selling not only says something big about the equipment, but it also says something important about the integrity of the people selling it.”

For more information, visit [www.acsystems.com](http://www.acsystems.com), [www.isccorp.net](http://www.isccorp.net) and [www.liebert.com](http://www.liebert.com).

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