



World Data Products:

Customer Case Study – Nexagent

Nexagent, the Enterprise Network Solution Delivery Automation Pioneer, Adopts Refurbished Network Infrastructure from World Data Products for Lab Tests and Proof of Concept Projects

\$1 Million Savings in Hardware Costs and Ability to Manage Total Lifecycle of All Hardware and Networking Equipment From Purchase Through to Disposal

Nexagent is a pioneer of systems for automating the delivery of enterprise IP VPN network solution over multiple carrier networks. Its award-winning approach to interconnecting advanced telecommunications networks enables both carriers and systems integrators to automate and accelerate the design, implementation and assurance of outsourced network solutions for their enterprise customers.

The company's unique approach to automating solution delivery means carriers are able to expand their market reach and deliver new services to enterprise customers faster, more efficiently and with complete assurance. It is this innovation and trust that has earned Nexagent an enviable reputation as THE industry expert for multi-network environments. Its pioneering approach has resulted in numerous accolades, awards and industry recognition, such as 'Red Herring 100 Europe', 'Gartner Cool Vendor for Network Services', as well as 'Tornado Insider Top 100'.

Over the past four years, Nexagent has engaged and listened to the needs of over 100 carriers, many of the world's leading integrators and virtual network operators and more than 50 global enterprises.

It is little wonder then that company's management team should apply the same level of innovation and efficiency to Nexagent's own internal operations.

"We have do a lot of proof of concept work, lab tests and field trials on behalf of our clients before major projects go into live production environments," said Justin van der Lande, Global Marketing Director for Nexagent.

Karen Hayles, Development Director for Nexagent said, "With a rigorous reputation for quality our customers rely on us to test our systems thoroughly in as similar environment to their live network as possible. Our test labs are, therefore, a fundamental and critical part of our processes. We wanted to be able to streamline our costs without compromising quality, performance or reliability, which is why we decided to review the option of using refurbished equipment in our testing labs."

Nexagent was introduced to World Data Products Ltd by one of its board members who was familiar with the significant cost savings and compelling economic arguments for purchasing quality, refurbished hardware and networking equipment.

Refurbished IT equipment is essentially new or nearly-new hardware and communications technology that has been cleaned, tested, repackaged, and wherever necessary had parts replaced, to restore it to a high quality condition. In short, refurbished IT equipment enables organizations to literally increase the yield and useful life of their IT investment and improve overall IT asset manageability. Thousands of organizations and governments worldwide have woken up to the fact that they can extend the lifecycle of existing installations and more flexibly manage, even delay migrations, thereby increasing return on investment and reducing total cost of ownership.

World Data offers a complete end-to-end IT Refurbishment Lifecycle. This typically involves five key steps: system purchase with up to 60% savings on initial hardware investment; system maintenance with up to 40% savings; upgrades with up to 60% savings; extending the useful hardware life by sourcing hard to find systems, parts and repair services to keep older systems running; redeployment, asset disposal and recovery by securing best market value on excess hardware.

“World Data Products came highly recommended so we decided to take a serious look at what this could mean for our business,” added van der Lande. “As a systems development and delivery organization, our first concern was about maintaining quality in our testing environment. We have found that the quality of the products from World Data Product has not been a concern to us”

Quality is a legitimate concern when reviewing refurbishment providers. World Data Products has a vigorous Total Quality Management Process, which encompasses Products the following five key steps. First, systems are purchased, and followed by a full inspection and audit. Second, system components are cleaned and tested and placed in anti-static packaging. Third, components are itemized and become part of World Data’s multi-million pound inventory. Fourth, systems are configured and customized to each requirement, authorized software is pre-installed and the systems are further tested. Finally, reconfigured systems are professionally packaged and shipped.

“Having been assured of World Data’s internal total quality management processes for refurbished equipment, we soon realized that we could save a considerable amount of our IT budget by purchasing refurbished equipment for our testing labs,” added Hayles.

World Data also provided guidance to Nexagent by advising alternative configurations for achieving the same levels of functionality at lower costs.

“In addition to the considerable financial advantages, one of the most important benefits was World Data’s operational ability to deliver our hardware immediately. Furthermore, they actually pre-configured the equipment in their own labs, so almost all we had to do was take the equipment out of the box and plug it in, requiring minimal local configuration. This saved us valuable time in getting our projects up and running,” said Hayles.

The market for refurbished hardware is now estimated to be worth \$20 billion globally. This market has been thriving for a number of years in the US. Prominent manufacturing, government, banking and finance organizations across the UK and Europe have independently decided that IT has matured to make a secondary equipment market not just a reality, but a necessity.

Refurbishing IT equipment isn’t simply about donating outdated equipment to charity or finding environmentally clean ways to clear out redundant data centers. Modern IT refurbishment is about finding quality equipment at price points that just aren’t available elsewhere. This could be equipment designated for tasks that don’t require

the very latest hardware, such as development, testing, maintenance, near-line data storage archives or to quickly and economically build resources such as a call centre or back up system.

This is especially true in the networking context, where knowledgeable customers are concentrating on finding the very best economic solution to their communications issues, without compromising quality, performance or consistency.

“It is part of our company ethos to apply the same principles of innovation and efficiency to our own internal organization, as well as in the service we deliver to our clients,” concluded Hayles. “World Data Products and refurbished IT equipment is a perfect example of these corporate values in action. We’ve realized that smart sourcing strategies are about what’s appropriate for the different contexts and operations of our business. We regard incorporating refurbished equipment in our test infrastructure not as a last resort to an immediate problem, but because it makes sound economic and operational sense to specific parts of our business. “

Further information on Nexagent and its solution delivery automation can be found at www.nexagent.com

About World Data Products:

Founded in 1987, World Data Products is the largest independent provider and global market leader for refurbished server, storage and networking hardware solutions. Supported by established private equity institutions, World Data Products has annual revenues of approximately \$70m, serves more than 4,000 customers worldwide, processes 4,000 transactions per month, holds a multi-million dollar inventory and employs 120 people.

World Data Products helps enterprises and governments increase the yield and useful life of their IT investment and improve IT asset manageability. This is achieved in three key ways: first, by providing fully refurbished and tested hardware solutions; second, by facilitating the economical acquisition of system components and parts, upgrades and replacements; and third, by purchasing excess hardware, thereby maximizing residual returns for customers.

World Data Products is driven exclusively by customer requirements, responding to customer-triggered requests to source or dispose of specific systems. World Data Products customers can extend the lifecycle of existing installations and more flexibly manage, even delay, migrations, increasing return on investment (ROI) and reducing total cost of ownership (TCO).

To find out more about World Data Product’s products, services, and sourcing strategies, please contact us on Tel: 800.553.0592 or visit www.wdpi.com