



7 Things to Look for in a High-Density Storage Manufacturer

OVERVIEW

With many high-density storage manufacturers to choose from, the process of selecting one with the right solutions for your organization's projects can be overwhelming. No matter your industry or the types of solutions you require, it's essential to research how manufacturers compare — not only in the products they offer but also in the service they provide.

What should you look for when searching for a manufacturer that will be a good fit for your facility's unique needs?

Start by considering how a high-density storage manufacturer should make your job easier!



LOOK FOR SERVICE FIRST

The right manufacturer will have well-rounded expertise and start-to-finish support. In addition to designing, specifying, manufacturing, and installing your solution, they should also be willing to help you plan and budget for your project.

Whether you have a medical office with thousands of patient files, law enforcement facilities needing secure weapon storage, museums with valuable collections to archive, or other property with items to organize and secure, you should look for a manufacturer that understands the nuances of your distinct needs.

Unfortunately, not all manufacturers of file systems and storage solutions share the same commitment to quality and customer relationships! And be wary of too-good-to-be-true pricing; a low price does not equate to optimal value.

To help you on your quest to find a resource that will deliver dependable solutions and exceptional service, we've created this Buyer's Guide with information about the qualities to look for in a high-density storage manufacturer for your next project!



7 CHARACTERISTICS TO LOOK FOR

- 1. Dedicated Reps**
- 2. Fast Lead Times**
- 3. Relational Approach**
- 4. In-House Support**
- 5. Family Owned Business**
- 6. Responsiveness**
- 7. Dealer Freedom**



1. DEDICATED REPS READY TO HELP

Before inviting a high-density storage manufacturer to quote your project, ask about their process. Will they assign you a dedicated representative? Does that individual have the knowledge and experience to ensure you get a solution right for your unique space and requirements? Will they keep you informed through every step of your project?

A manufacturer's process should make you feel confident in their desire to build a relationship with your company and support you through all phases of ordering, delivery, installation, and ongoing support. In exchange for your investment in a high-density storage manufacturer's products, you should receive not only quality products but also personalized attention and peace of mind. You want to know you are dealing with professionals committed to a stellar customer experience.

WHY?

A single point of contact

Accurate orders and timely responses

Ensure your project runs smoothly



2. FAST LEAD TIMES

With some manufacturers, the lead time for custom high-density storage solutions can be unpredictable or excruciatingly long. Large corporations are known for extended order fulfillment schedules because sales, production, and other aspects of their operations occur in silos. When a manufacturer's reps have a direct connection with production, you're better able to get timely and accurate lead times.

If lead times are important to you, look for a manufacturer who handles everything in one building and can deliver your solution quickly and correctly. In fact, the range of lead times can be considerable from manufacturer to manufacturer.

With lead times ranging from weeks to a year or longer, be sure to choose a manufacturer who will get your project done without unnecessary delay.

WHY?

Plan more effectively

Keep projects on track

**Avoid delay-related
frustrations**



3. RELATIONAL APPROACH

Have you ever felt like you're "just a number" to a company? That's the polar opposite of what you want from a high-density storage manufacturer. Relationships — built for the long term — are the key to successful projects now and in the future.

Before choosing a manufacturer, assess how they interact with you and ask for references to learn how they treat other clients. When it comes to larger brands, you can expect a more transactional relationship.

That means the key to a successful project is to choose a project partner who is large enough to produce your storage system quickly and effectively, but small enough to value your relationship and be a good partner.

WHY?

Peace of mind

Confidence in knowing your
best interests are a priority

The support you need for a
successful project



4. IN-HOUSE TECHNICAL SUPPORT

When making a significant investment in high-density storage solutions for an entire facility or multiple properties, you deserve top-notch technical support to answer your questions and address issues. Manufacturers with in-house tech support teams offer reassurance that the individuals helping you have in-depth knowledge about the products and additional support resources close at hand. Best of all, an in-house support team will ensure you get the priority you need when you need it.

Beware of manufacturers who don't offer in-house tech support that is available when you need them. Poor tech support has been known to delay many a project! Smart buyers should ask about tech support availability during the quoting process. It's the best way to ensure that your storage project runs smoothly from start to finish.

WHY?

Access to experts

**Fast answers when you
need them**

Prompt resolution to issues



5. FAMILY-OWNED BUSINESS

When it comes to high density storage brands companies range in size from very small to very large. And when it comes to large high density storage brands, there's one sure way to ensuring a successful project: look for a family-owned business.

Family-owned companies typically have a shorter chain of command and can make decisions more rapidly than large corporations with lots of red tape to navigate. With their family name behind their company, leadership is invested in building a reputation for exceptional quality, service, and value.

Team members at a family-owned high-density storage manufacturer often collaborate directly with company leaders, which inspires innovation. And clients can feel more confident knowing that executive management is committed to creating a superior customer experience.

WHY?

Quality you can depend on

Personalized service

**Commitment to an
exceptional client
experience**



6. RESPONSIVENESS

When planning or executing a project, and investing money and time into a solution, you shouldn't have to wait around for answers to your questions. Moreover, you shouldn't have to make multiple calls — talking to a different rep each time and re-explaining your pain points — to get the information or resolution you need.

Look for a high-density storage manufacturer that respects your time and prioritizes communication. When comparing companies, ask manufacturers about their typical response times for order inquiries, product performance issues, installation questions, and other concerns.

Good products alone won't make your investment wise or worthwhile. The service supporting your product purchase is equally important!

WHY?

**Answers when you
need them**

No chasing down information

Efficient use of your time



7. DEALER FREEDOM

When buying a complex, custom high density storage system through a dealer, the devil is in the details. And one of the key details is the question: is the dealer really looking out for your best interest?

Some manufacturers only sell through dealers willing to sell their products exclusively. But that's doing customers a disservice because a different brand might have a solution better suited for the client's specific needs.

Look for a high-density storage manufacturer who doesn't lock dealers into exclusivity contracts that limit their ability to put clients' needs first. Dealers should guide you to the best solution — regardless of brand — for your project.

WHY?

Integrity

Consultative buying
experience

Assurance you're getting the
best product to fit your needs



	Datum	Other Manufacturers
Dedicated Reps Ready to Help	✓	✗
6 to 8 Week Lead Times	✓	✗
Relational Approach	✓	✗
In-House Support	✓	✗
Family-Owned Business	✓	✗
Responsiveness	✓	✗
Dealer Freedom	✓	✗

Thank you for reading this buyer's guide! We hope it has helped you learn some of the questions to ask and a few of the essential features to look for as you search for high-density storage solutions for your facility.

Please feel free to reach out to us when you're ready to discuss your organization's storage needs.

Our experienced team is standing by to help you plan, design, budget, manufacture, and install quality solutions that maximize your storage efficiency and help keep your critical files and equipment safe and secure.



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