

# Testimonials



## At Red Barn, we not only support our customers, but we also build long-term relationships with them.

If you have purchased products from Red Barn, we would like to hear from you. Please take a few minutes to provide a brief testimonial of your experience, or work with us to draft a case study.

I have used several well-known hardware providers, but RBC beat all of them from A to Z. They can help you with the analysis of your current system, designing your new system, providing everything necessary and supporting you all the way during and after system installation. They pay attention to the smallest details and will provide you with a system that you plug in and it will work. If you want, you can test it prior to delivery, and if something untoward happens, they will immediately take care of it. You won't be dragged from one place to another to complete simple tasks such as replacing a defective hard drive (they will send you a new replacement part immediately) or unexpected server behavior – the buck will stop with RBC and they will do what needs to be done to get you back in business immediately.

And there is always the bottom line. They provide their equipment and service for a price that is hard to beat. The services for which you would pay “extra” somewhere else are included and the warranty is extended for an additional year since we are an educational institution.

Ronald Kasl, Systems Programmer  
Pharmaceutical Research Computing Center  
Computer-Aided Drug Design Center  
University of Maryland, Baltimore School of Pharmacy

Red Barn Computers has helped us to put together a medium sized compute cluster and a number of workstations. They have accommodated our strongly held hardware preferences. They suggested high quality hardware components to meet our specifications when necessary. Their prices were very competitive. The computers have been carefully and professionally assembled. All in all, the results have been highly satisfactory. Their after sale customer service has also been exemplary. They have always followed up after a shipment, and in the rare cases of hardware failure, they have been very helpful in interceding for us with the manufacturer to replace failed parts. Highly recommended.

When we were looking to add to the computational capacity of the Loring and Widom Research Groups, 'Red Barn Computers' was recommended to us. We decided to try them and we have had a positive experience with the 'Red Barn Computers'. They helped us figure out all the details of what we need for our computational needs, going through our list of wants and needs. The effort and the time spent was very much appreciated by the 'buying group' in our lab, since most of us are not experts on the hardware side of computing. After the initial buy, we found that one of the motherboards had a minor flaw and needed replacement; it was replaced the very next day, by their technician, in our lab. We are impressed by the technical knowledge of their engineering team, the patience of the technical support team and the quick response to our needs. We will use them again, and recommend them to others.

Loring and Widom Groups  
Dept. of Chemistry & Chemical Biology  
Cornell University-Ithaca, NY

Over the last one year, I have been building a cluster of multi-core machines for experimental computer systems research in my group. In the process, I have purchased a number of multi-core rack-mount servers (including a 24-core machine), a rack, and remote management cards from Red Barn Computers. For each instance of purchase, large or small, RBC staff has displayed tremendous professionalism and competence.

My group uses these machines 24x7 for compute-, memory-, and network-intensive research projects in virtualization, often testing the limits of the hardware. RBC has delivered high-quality equipment that has worked flawlessly for our needs. When I had technical questions about upgrade/installation options, RBC staff has been at hand proactive in answering my questions and in recommending optimal configurations. They have displayed detailed technical knowledge that comes from being intimately familiar with the technology - something I found lacking in other vendors who are more widely known.

RBC being a local company at Binghamton has also helped tremendously, including low delivery times and coordinating the hardware installation. Another attractive aspect of RBC is that their equipment has superior brand-name components than comparable vendors but is still lower priced and carries better support options.

In general, I am more than happy with the decision to go with Red Barn Computers and would gladly consider them for my group's future equipment needs.

Kartik Gopalan  
Assistant Professor, Computer Science  
Binghamton University, State University of New York

I would like to recommend Red Barn Computers. My name is Sigal Saar, I am an electrical engineer and I am currently perusing a PhD at the Biology Department of CCNY. I am in charge of the computing services of Professor Tchernichovski's lab. My lab has been working Red Barn for 5 years and we are extremely pleased with Red Barn Computers.

Red Barn optimized their computer array for the computational needs of my lab, which is the most computational intensive lab in the Biology Department. Red Barn computers serve us well, but I believe that Red Barn strength which goes far beyond its competitors is its' customer support. In the few times I needed to reconfigure my hardware, trouble shoot a software problem or return a product we realized we didn't need, it was a pleasure working with Red Barn customer support. Their customer support is very technically knowledgeable, they follow through on problems, and are extremely organized (which is very useful when looking for compatible parts for computer that were bought 5 years ago).

For those reasons, I am a loyal customer of Red Barn Computers. In addition, I referred our collaborators at Cold Spring Harbor Laboratories to Red Barn Computers, and they are as pleased with Red Barn as we are.

Sigal Saar  
PhD Candidate, Department of Biology  
City College of New York

On behalf of Diamond Visionics, LLC it gives me great pleasure to commend Red Barn Technology Group for their service on the custom computer hardware configuration provided to us and our customer base. We are entering into our second year being teamed with them and the service and durability are top notch. Below is an excerpt from a satisfied US Navy customer.

**Site #1** Red Barn computers on site and running since 5-Sep-06 or 1.75 years or 21 months running 24 hours a day.21 mos x 30 days x 24 hrs x 5 computers = 75,600 run time hours with 1 video card failure.

**Site #2** Red Barn computers on site and running since 10-Feb-07 or 1.33 years or 16 months running 24 hours a day.16 mos x 30 days x 24 hrs x 5 computers = 57,600 run time hours with 1 hard drive failure.

**Site #3** Red Barn computers on site and running since 15-May-07 or 1 years or 12 months running 24 hours a day.12 mos x 30 days x 24 hrs x 5 computers = 43,200 run time hours with ZERO failures.

“That's a total of 176,400 computer run time hours with 2 failures. I would consider that extremely reliable.” -Navy Commander.

Diamond Visionics views RedBarn Technology Group as a reliable and competent source for all our system hardware needs and will continue to grow our relationship on future programs.

Jason M. Gdovin  
Subcontracts Manager  
Diamond Visonics

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R. Barry Robinson  
Cornell Center for Materials Research  
Cornell University-Ithaca, NY.

Just got the new Dual Opteron system up on my network. Of course, first thing was a test benchmark. This thing is a rocket ship..this beast compiles faster than a scalded cat!

Steve Thompson  
Voyager Software  
Ithaca, NY

I wanted to take a moment to write a short letter of thanks to the collective staff at Red Barn Computers (hereafter, RBC). I own a number of RBC-built machines (ranging from very high-end multiprocessor server, to desktop machines, to laptops), and each machine was built with great care and professionalism, and have generally worked extremely well. When there has been a problem (usually owing to failure of hardware component), RBC has fixed the problem quickly, and successfully. In my capacity as a faculty member here at Cornell University, and as someone who sits on a number of IT-related committees, I do not hesitate to recommend RBC computers to colleagues. The professionalism, knowledge of the systems, and their close proximity to Ithaca, are all signi cant pluses. After years working with very large, well-known 'national distributors', the extra value added from working with a quality local builder is very significant, and will keep me with RBC for years to come. Thanks again for your service, and support. Hope to do more business with you in the future.

Evan Cooch  
IT Department  
Cornell University

I have been purchasing computer systems from Red Barn Computers for about five years, now. Systems purchased have included high-performance cluster computing systems, staff desktop systems, and back-end infrastructure systems (such as file-servers). Red Barn is extremely reliable, price competitive, and willing to go the extra mile to make the customer happy. When the occasional problem with a computer cropped up, Red Barn provided quick on-site service and the swapping out of parts at no extra expense to us. In person, Red Barn staff is extremely friendly and helpful. Jon at Red Barn is on top of the latest trends in computer technology and is on top of the reliability of different computer components (and has recommended using one brand over another due to reliability concerns). Red Barn has customized each computer to my specifications (either exact requested hardware or "I want hardware capable of doing x"). I could not ask for more in a vendor and prefer Red Barn over the big name vendors such as Dell, HP, and Sun.

Dave Botsch  
Programmer/Analyst  
Cornell NanoScale Science and Technology Facility

I have used Red Barn services to purchase both cluster nodes and personal workstations. In both cases, working with Red Barn was a wonderful experience – they take the time to understand the customer's needs, provide well-suited configurations, deliver on time and follow up professionally. I have worked with a fair number of PC vendors and Red Barn is by far the best in terms of price, support, professionalism and overall quality. I have used their services not only for my group at Cornell, but even for my startup in Seattle, and would highly recommend them to anyone looking to purchase computers.

Emin Gun Sirer  
Associate Professor  
Computer Science Department-Cornell University