06 APRIL, 2020

Darryl Prabhu

IS RECOGNIZED FOR

OUR CUSTOMERS

Customer Excellence!!



D¢LLTechnologies

RECIPIENT NAME Darryl Prabhu

AWARD TYPE Delight

AWARD REASON Our Customers

AWARD TITLE Customer Excellence !!

DATE 06 April, 2020

AWARD MESSAGE

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My name is and I look after SAN Infrastructure. Here at we have invested all of our SAN and NAS Infrastructure in DELL/EMC hardware. Our infrastructure spans two data centres and soon we will start looking into refreshing this. It was with Daryll's help that I was able to keep senior management informed and assist the other internal departments identify the probable cause. Our EMC case was updated frequently and the technical details outstanding. The effort put in by Daryll was a credit to our vendor – EMC. He also understood our environment and technical setup by asking the correct questions and working closely with me. In fact, he became so helpful that other departments within started to work with him to understand more about our VPLEX setup and posted questions in the EMC ticket. In all instances Daryll demonstrated a high level of customer focus and went beyond the norm to help us. I also believe that this level of customer help provides our senior management with trust in our services with EMC. Many other vendors were contacted thru out this outage yet only EMC came up with a quick response along with technical outcomes. I'd like to think that during this time whereby we MAY look at other technologies and vendors – that our senior management will be influenced in a positive manner by the outcomes of this case. May I take upon this opportunity to express my gratitude to Daryll and the team in our moment of need. The quick response, level of technical details and comprehensive summary are factors that I believe will help influence our future direction.





