



News Release

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For Immediate Release

Service Express Unveils New \$500K Enterprise Test Lab In Corporate Headquarters

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Grand Rapids, MI– Service Express, a leading third-party maintenance (TPM) provider, has opened a 2900 sq ft purpose-built enterprise test lab. The new lab, which is located at the company's headquarters in Grand Rapids, Michigan, is used to test data center parts, build and configure systems for customers, and for advanced technical training. The \$500K production lab features a custom-designed Liebert air conditioning unit, a Panduit Net-Contain™ system, and is the primary workspace for the production and hardware solutions engineering teams.

The new space increases the previous production lab by 1000 sq ft, and offers unique purpose-driven features like non-magnetic whiteboard walls for collaboration, ESD-compliant coatings on all work surfaces, and OEM brand-specific cabinets to create test environments for training and best practice solution finding. The Liebert AC unit was specifically engineered for Service Express, with an elevated frame to improve airflow and efficiency.

To ensure quality functionality and cleanliness, every component that comes through the bulk purchase program is processed through this production lab. The production team processes approximately \$7 million worth of data center equipment, or about 100,000 parts, annually. They complete this process with Zero Landfill output in conjunction with a local recycler partnership. The production team includes specialists for every technology type—network, storage, OS and systems—and once components are tested in the native environment, the part moves to the primary distribution center, located next to the lab.

The solutions engineering team, who provide technical consultations for the hardware sales team and customers, also work from within the new lab. This team holds multiple certifications, from VMware to storage, and build, configure and stress test solutions. They complete OS installations, preinstallations, storage configurations and even rack

and stacks. Their space in the new production lab serves training needs with environments to create DR mockups and recreating customer's infrastructure to test throughput and performance for best results. In addition, the team can stand up a customer's entire environment within the lab and provide the customer remote access to configure their own equipment or check on the status prior to delivery.

About Service Express

Service Express is a leading third-party maintenance (TPM) provider of hardware support for data center infrastructure focused on mission-critical server, storage, and network equipment. In addition to post-warranty maintenance, Service Express offers hardware system solutions, sales and upgrades, OS support, IT asset recovery and data center relocation services. Founded in 1993, Service Express maintains multivendor data center equipment for hospitals, manufacturing plants, universities, banks, Fortune 500 companies, financial institutions, government agencies, and other mid-to-large companies worldwide. For more information about Service Express, visit serviceexpress.com.

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