



Global Conferencing &amp; Communication Solutions

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Manager IT Services

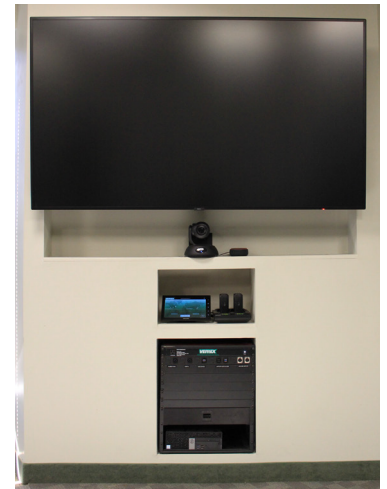
## Power Protection from the Inside Out: Verrex Leverages SurgeX in Corporate Offices, Installs to Support Customers from Consult to Install

*Bridging AV and IT technology infrastructure, devices, and software, industry leader Verrex leverages the best technology to foster innovation, engagement, and collaboration in the modern workplace. When it comes to protecting their own office and their clients' installs, SurgeX makes the “must-have” list.*

### The Challenge

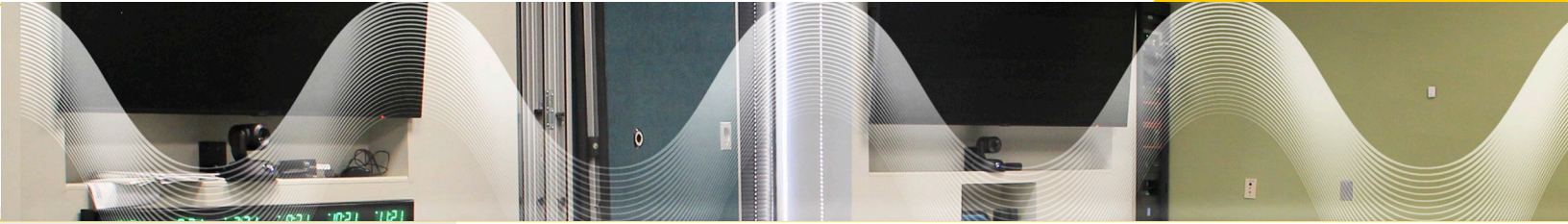
Verrex is trusted for supporting the IT and AV needs of a massive range of projects, from unified communications integrations for small business offices to complete meeting room overhauls for large enterprises. With a long tenure of providing foundational technologies for day-to-day office operations, both the customer-facing and internal teams at Verrex know that the right power distribution and protection make or break the firm's projects and reputation.

Last year, Verrex sought to upgrade its corporate meeting room and design the space to uniquely double as both an agile collaboration room and a lunch-and-learn room for hosted clients and potential customers to see installation options in action. However, with the room initially protected by aging UPS battery backup units, Ben Dandola-Grubb on Verrex's multipurpose room team recognized the integrity of the room was susceptible to the same array of risks that the company assessed and treated for with customers regularly: routine battery failure, failed management units, and little management capabilities left the entire system vulnerable to the spikes, sags, surges, and other power anomalies most found in enterprise spaces.



It wasn't just a one-room consideration for the Verrex headquarters—the office is also the hub of customer management. A proper power foundation at the home base is essential to ensure Verrex's operations for the thousands of customers relying on its remote management offering for installations. Shawn Rabenstein, who manages Verrex's IT services teams, explains: “Power distribution is one of the most critical aspects of supporting our customers, and if our office experiences equipment lockups, errors, and downtime, so does theirs. A reliable product is critical to our operations and our customers trust that we have that in place.”

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## The Solution

Seeking to upgrade their existing system in the collaboration room to a brand with a more robust backend, management capabilities, service, protection, and power distribution options, the Verrex team turned to SurgeX. As a long-time partner, distributor, and reseller of SurgeX, Rabenstein knew that the brand had the powerful, robust solutions needed to protect a range of AV and IT resources within the corporate office—from videoconferencing equipment to audiovisual displays.



“Supporting our business and that of our customers requires reliable, dependable equipment. If systems are not powered on due to UPS failure or input failure, or if there’s a lockup or constant glitching due to common-mode voltage, or if there’s noise or sags or really any interruption, it makes it impossible to do anything. From that side, it’s critical that we’re protecting everything coming in from the street—pikes, sags, overvoltage, and more—and that we’re also leveraging technology that gives meaningful output and data for awareness to maintain that defense,” explained Rabenstein.

Verrex implemented a PDU application and replacement battery backups to keep its systems online and running to protect the headquarters and the new conference room. In addition, by opting for an SX-1120-RT surge elimination unit to safeguard equipment from harmful transients and an IP-connected Axxess Elite SX-AX15E power management system for additional protection and remote monitoring, Verrex swapped the dual power supply into their conference room seamlessly and with zero downtime.

## The Results

SurgeX grounded the freshly renovated collaboration room at Verrex HQ with 100% stability and outfitted the space with monitoring tools to learn more about power fluctuations and understanding which anomalies are causing issues. Dandola-Grubb shares, “The Axxess Elite software provides meaningful reporting and statistics. We can analyze issues and resolve them more quickly as a result.”

This tool is not only a valuable safeguard for Verrex’s office and internal issues but also for implementing the same solutions for customers. Carrying the same belief in a solid power foundation and remote insights into customer projects, Verrex continues to partner with SurgeX. The brand’s reputation in the commercial space reveals that when it comes to surge elimination, management, and overall quality, SurgeX is the ideal. They offer the only surge elimination technology on the market, along with options for battery backup, remote monitoring and reboot, inrush current elimination, impedance tolerant EMI/RFI filters, and under/over-voltage shutdown.

Verrex’s Rabenstein shares a similar sentiment. “In terms of the projects I’m working on involving IT infrastructure—the SurgeX product line is great. We’re able to analyze the power environment and spec the right technology to protect the installations we’re doing for corporate clients. On top of that, we can rest assured that the remote monitoring will help us maintain the integrity of those installations.”

While the doors to the corporate conference room swing open as partners like Verrex begin to spring into post-COVID action with educational luncheons for customers and partners on the calendar, Verrex continues to leverage SurgeX for customer installations to ensure premium protection. SurgeX and Verrex join forces to deliver comprehensive power management, equipment protection, and IP-enabled products to keep anomalies at bay. Together they have you covered, from the Defender Series SX-DS models for optimal power conditioning to the Axxess Elite for monitoring and from AV equipment to enterprise conferencing solutions.