

PARTNER SPOTLIGHT: JEM Tech Group

SNAPSHOT



This Partner Spotlight highlights the value that dedicated customer service provides in developing and maintaining a superior business partnership. JEM Tech Group, a small but cutting-edge IT infrastructure specialist, appreciates and thrives by being a Rittal partner.



ABOUT JEM TECH GROUP

A second-generation, woman-owned small business, [JEM Tech Group](#) helps customers achieve full optimization of their mission-critical infrastructure in various IT-intensive environments. With hands-on, visionary guidance, JEM provides maintenance and manageability of the IT power and cooling infrastructure to multiple industries throughout the U.S. and Canada.

THE CHALLENGE

JEM provides vendor neutral solutions to maintain their customers' up-time and efficiency of valuable IT assets. Knowing that JEM had various options for IT enclosures, Rittal's customer service rep put extra effort into the budding new relationship by offering forward-thinking ideas, uncommon solutions, and an ultra-high level of customer attention.

One particular JEM customer, an automotive supplier, needed an all-in-one, modular solution for their disaster recovery locations within their plants. The challenge was finding a complete Edge solution that includes the IT network/server racks, a cooling system, power, monitoring, and fire suppression.

"The advantage of partnering with Rittal is their eagerness to brainstorm forward-thinking ideas that make JEM look good. They truly care about protecting us and elevating our brand in our customers' eyes."

**- JAMI MOORE,
PRESIDENT,
JEM TECH GROUP**

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“They get it. Rittal’s solution for mission critical environments is spot-on. Their effort shows they care about us, even though we’re a small business. If you look up ‘partnership’ in the dictionary, Rittal’s relationship with JEM should be right there.”

**- JAMI MOORE,
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THE SOLUTION

- » A complete, customized IT Edge solution to apply across multiple sites
- » Glass front viewing door, solid rear door, sidewalls to protect IT equipment from harsh environments
- » Two Blue e+ cooling units mounted to both sides of each enclosure to provide redundant cooling
- » IoT interface to provide remote monitoring of contained IT environment
- » Rack-mounted fire detection and extinguishing system
- » Cable management, air baffling, PDU mounting accessories included
- » CMC III code reader units for security
- » PDUs and UPS included for power requirements

THE IMPACT

An all-in-one Edge solution that checks all the performance boxes is an achievement, but it’s not everything. Rittal backed up the system with a commitment to outstanding service, including maximizing ease-of-deployment. It takes dedication to be there from beginning to end, all to serve customers better than they ever expect.

JEM and Rittal are working on getting this standardized solution deployed throughout all of the auto supplier’s locations; two plants are complete, a third is in process, and projections are taking place on a fourth. JEM Tech Group can work with any IT cabinet manufacturer they choose. More and more, they’re choosing the full-service support — equipment, marketing, lead generation, webinars, digital ads, sales support — of Rittal.

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