



**dataedge**<sup>SM</sup>  
▶ SOLUTIONS

**Off the Grid**

## September 2020

Dear C-Level, IT Directors, VP of Sales, Administrators, and people who love technology,

The first "Off the Grid" report, I want to share a story about my experience as a break-fix engineer at Digital Equipment Corp, and it's a different definition of Off the Grid, but appropriate. I hope you enjoy it and can relate!

In the '80s, working for Digital was great except for having to wear a tie every day!



*(from the archives of 1986 - Excellent Mustache!)*

I lived in Wichita, Kansas, and was responsible for critical systems, networks, and printers back then. Our customers were Banks, Aircraft, Utilities, Hospitals, Cities, 911... and when something was down, including "The Printer" used to print the water bills, it was like the whole data center was off the grid!

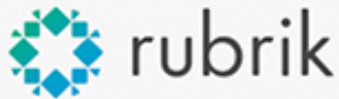
I'm serious. The customers would linger around, went on several smoke and coffee breaks, and always asked when the problem would be fixed? These situations always energized me. I loved the challenge of solving each problem! Thinking back on this career journey, what satisfied me most, was helping my customer get back online, feeling their anxiety neutralize, and seeing faces when business operations were restored.

Today, twenty plus years later, I still get energized by solving problems and helping our clients make use of technology better. We built our business around listening to our client's needs and architecting solutions that align with them. And what's really cool is not every client has the same requirements!

Implementing the right technology infrastructure, "Doing it Right" will create confidence with your staff, clients, and partners. We all experience way less anxiety working together when our systems and applications are up and running efficiently. Life is good, don't you agree?

P.S. Stay tuned for next "Off the Grid" backpacking in Colorado

~Rob Didlake, CEO



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- You look forward to your legacy vendor's contract negotiations because that's FUN!
- You don't need protection from ransomware. Your end-point and firewall have never (EVER) missed an attack.

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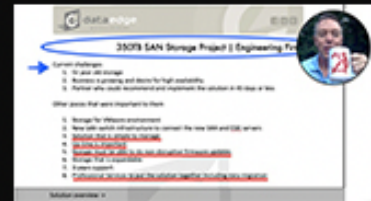


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