

Success story

Comstor – reliable for any Cisco project

At Comstor, we are proud of the partners' successes. In this success story we talk to Frank Vergeer, Director of Veducon, a company that supplies Cisco products for large retail chains. Frank is also a four-time winner of a Cisco Instructor Award.

Frank, tell us a little about the history of your company.

"In 1996 I got my first job in ICT as a network administrator at Utrecht University. I was there for four years and gained a lot of practical knowledge. That was also when I first got to know Cisco. Now I have to say that I live and breathe Cisco – it's part of my lifestyle.

My second job was with a Cisco partner, where I worked as an instructor and engineer. The training arm of the company was sold so I decided to start my own business. In 2006 I started Vergeer Education Consultancy, or Veducon for short. Since then, I have been giving Cisco training courses for learning partners at home and abroad, and I have also been working on some networking projects."

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*If I need a quote,
I know it will be
arranged quickly.*

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Why did you decide to become a Cisco and Comstor partner?

"About ten years ago, a Cisco employee – it was actually someone who came from Comstor – asked if it was a good idea to become a Cisco partner. That was particularly attractive to me because it meant I could purchase Cisco equipment at a good discount, and I like to use Cisco equipment with my students during my training courses. After I'd taken the relevant exams I became a Cisco Select Partner. I chose Comstor as a distributor, both on the advice of the aforementioned Cisco employee and because I was looking for a partner with substantial knowledge.

The work as a Cisco partner went so well that customers were asking me to help unburden. So we decided to become a managed service provider and we offer an end-to-end service package. We supply equipment via Comstor, conclude maintenance contracts with Cisco, design, install and configure networks, and, if requested, we can also manage the network. I now work with a network of freelancers and partners, each with their own specialist areas of expertise."

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One of your customers is a large international retail chain. How did you start working with them?

“I initially came to this retailer as a consultant to solve their Wi-Fi problems. One of my recommendations was to make the network simpler and I managed to get them excited about Meraki. We started working as a managed service provider of their head office in Amsterdam. Since then, more and more shops have been added. From Oslo to Zurich, my colleagues and I flew around the world to roll out Meraki.

Comstor arranged the logistics for us, stored the equipment in their warehouse and arranged the shipments. I'm a control freak, so I kept asking Comstor to give me the tracking code of the shipped hardware. This way I could follow the progress and, when I saw that the shipment had arrived, I could call the customer, which customers always appreciate.”

The entire IT industry is suffering from the chip shortage. Did that also affect your business?

“Yes, like so many vendors, we have problems with deliveries due to chip shortages. For example, we won a large order last year, and then we were unable to deliver. At the time, I went in search of other channels for hardware and/or alternative Cisco hardware with comparable specifications, together with Comstor.

We decided to go with their ‘Refresh’ products, as Cisco calls it, i.e. hardware that is virtually new, including a warranty, but at a cheaper price. This hardware enabled the quick migration of our client’s first sites. They have since given us more business, partly due to Comstor helping us solve this problem so quickly.”

What else do you think of the collaboration with Comstor?

“I am happy with the personal approach and the short lines of communication. I have so much on my plate that it is important to be able to rely on people. If I am onsite for a day for a Wi-Fi survey or customer appointment and I send a quick email in the morning with a question for a quote, then it is nice that I have the answer in the evening and with a quote to go with it.

This also works well for the end customer. The retail world is very dynamic, which can sometimes cause a lot of stress. When a new shop opens, everything has to work. This can also mean that you need to move quickly. With Comstor you always have a dedicated point of contact, so even if our regular contact person is on holiday, you would still have an answer within the hour.”

