



CUSTOM CAPABILITIES

November 2, 2009

One of the things which makes Great Lakes "Great" is our ability to respond to the needs of our customers when they want to try something unique in a design or when they have a special requirement. As you know, we install Great Lakes' accessories when and where desired, prior to shipping at no additional charge. Sometimes a customer wants (or needs) additional support beyond that level and we can help.

This is an example of our "Rack & Stack" program. In a "Rack & Stack" program, we custom configure a specific platform to meet the needs of a customer at specific sites around the country or around the world. We adhere to an individualized protocol which pre-configures product on our floor to be ready for shipment upon need. Those quantities can be as few as 5-10 at any given time or as many as 100 or more.

In some cases, the configuration consists of only Great Lakes product and accessories. In others, like this example, we are installing customer-supplied accessories in a particular configuration. This heavy duty four post rack contains power strips, cable management and a series of color-coded patch panels installed in a specific order.

Our relationship with this customer requires us to have a particular number of these platforms on the floor and prepared for shipment. We receive the customer supplied accessories on a regular basis and pre-configure the racks, place them on pallets and ready them for shipment when needed. The customer pays a fee for this additional service but it is much cheaper for them than to have installers configure the racks on site. The equipment is shipped and arrives ready to be implemented for use.

For more information, please contact technical support by calling 1-866-TRY-GLCC (1-866-879-4522).

www.weRackyourWorld.com

