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Cumberland County DSS **Relies** on
Eaton Service Technician

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Eaton service technician demonstrates exceptional attitude and UPS expertise



Regular preventive maintenance visits by Eaton CSEs ensure optimal UPS health

Industry:
County
government

Application:
Servers and
infrastructure

UPS:
Powerware
Plus 36

**Service
Coverage:**
ProActive
Service Plan

Eaton CSE:
Ju Lee

Thousands of lives each year depend on the vital services offered by North Carolina's Cumberland County Department of Social Services. Because even the smallest hiccup in the organization's critical systems can impact its ability to deliver an expansive range of benefits to citizens in need, the department relies on an Eaton® Service Plan to ensure the ongoing reliability and uptime of its Powerware® Plus 36 uninterruptible power system (UPS).

Responsible for safeguarding the facility's servers and infrastructure, the power protection solution and accompanying service plan play a key role in the smooth operations of the Fayetteville, NC, organization, which provides protective and child placement services for children, as well as a variety of adult assistance programs, including economic independence, food and nutrition, and counseling.

"It is essential for our operations," Scott Williams,

information systems manager, says of the Powerware Plus 36 UPS. Equally indispensable to Williams is the Eaton customer service engineer (CSE) who maintains the unit, Ju Lee.

"He's the only one who has ever worked on that UPS," Williams reveals. "And I don't want anyone else."

There are a number of reasons why Lee has earned such soaring reviews from the systems manager, many of which Williams says are non-tangible. "He is very friendly and personable," he reports. "He comes in with a job to do and he does his job, but he always takes the time to say 'how are you?' He's very cordial."

Furthermore, Williams admires the unwavering commitment to customer service that is always conveyed by Lee, who performs annual preventive maintenance services on the unit, as well as responds to any emergency calls that may be required.

“He has that attitude that says, ‘I’m here to help you and to do my job so you don’t have any problems in the future,’” explains Williams. “He has a very customer service-oriented attitude and wants to make sure that the job gets done exactly the way you want it done.”

Beyond Lee’s amiable personality, Williams values the CSE’s thorough knowledge and expertise of the Powerware systems. “UPSs are deceptively complicated,” Williams attests. “Some people view them as just a black box, but that is not the case. Ju absolutely knows his equipment and his job.”

Acknowledging that he has worked with some less-than-stellar third-party support providers over the years, Williams assesses Lee’s product and technical expertise at “well above average.”

“A lot of service providers don’t really know how things work in depth, or they only know about a product in general,” he explains. “Ju knows how the stuff operates and what we need. He knows our specific model and he even remembers exactly what he did the last time he was here. Plus, he makes the effort to really understand the environment he’s working in,” Williams continues. “I trust what he tells me. My experience with Ju is that he has always been very straightforward.”

Flexibility is another characteristic that Williams appreciates in his service technician. Recalling how on a routine preventive

maintenance visit, Lee discovered a loose part in the UPS that needed to be adjusted while the unit was offline, Williams notes that Lee was very cognizant about scheduling the repair around the agency’s needs. While the issue didn’t pose any immediate threat, the CSE wanted to fine-tune the UPS to ensure any potential problems were properly thwarted.

“He said to me, ‘you tell me when, and we’ll do it,’” Williams recalls, revealing that Lee came in to the facility after hours to work on the unit during a period when it would not adversely affect the social service department’s operations. “He fits us into his schedule.”



Eaton CSEs have the extensive knowledge necessary to maintain Powerware UPS models

In another instance, a power glitch revealed a bad string of batteries in the UPS, a problem that Lee promptly diagnosed and repaired.

“We called and Ju came out very quickly; he was very responsive,” Williams recalls. “To us, it was very important, because we didn’t know what was wrong or when another power outage might occur.”

Considering the critical nature of Cumberland County’s data center, Williams regards a UPS preventive maintenance (PM) plan as imperative to the seamless operation of his facility.

“Without any PM, you have a ticking time bomb,” he stresses, adding that regular preventive maintenance will save a company from having to come up with ‘surprise money.’

“Because that’s what it’s going to be if you don’t do preventive maintenance,” Williams attests. “You just miss the problems, and that is going to generate even more expense in the end.”

With Cumberland County’s ProActive Service Plan from Eaton, the company receives the peace of mind of an approach that not only resolves problems, but strives to prevent them from occurring in the first place.

An array of benefits such as preventive maintenance inspections, annual power protection audits, remote monitoring, monthly performance reports and assessments of UPS parameters enable Eaton to provide added assurance of system uptime.

“You don’t want to be sitting around at three in the morning with bad battery strings or losing power, only to find out that you have to spend three or four grand on a new set of batteries and it will take two weeks to get them — and you didn’t know it was coming,” Williams says. “Downtime is money — not to mention service lost.”

Luckily, Cumberland County doesn’t have to invest any time worrying about those potentially devastating consequences, having just renewed its service contract with Eaton.

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To read more customer testimonials about our network of CSEs, please visit www.powerware.com/UPSservices.



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