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Eaton **Helps** Per Mar Security Keep Its
Monitoring Facility Up and Running

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Sounding the alarm for great service



Proper preventive maintenance reduces the risk of UPS failures by thoroughly inspecting, cleaning, testing and calibrating the various electronic and mechanical components

Not a lot of service providers can be credited with helping to thwart potential danger at 50,000 different sites throughout the United States. But Per Mar Security relies on Eaton's Andrew Boche to do just that.

The customer service engineer (CSE) is responsible for maintaining the Powerware® Plus 50 uninterruptible power system (UPS) that safeguards the Davenport, Iowa, data center and central monitoring station for the security solution provider, which delivers innovative customer-oriented security, investigative, fire and safety solutions.

"It's our backup power for monitoring some 50,000 customers," explains Dan Turner, Per Mar's director of information technology. "The UPS runs 7x24x365, around the clock. It is extremely critical to our operations."

In addition to performing regular preventive maintenance on the unit, for the past five years Boche has responded to any

emergency calls needed by Per Mar — even on holidays. Turner recalls how the UPS experienced a problem three years ago, on the Wednesday night prior to Thanksgiving.

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"Andy is very customer-focused, and will go the extra mile, no matter what time of day it is," confirms Ron Evans, Boche's service manager at Eaton®. "He receives among the highest quality customer satisfaction ratings in my group."

Turner recalls another instance in which the CSE came in to Per Mar Security on a Sunday in order to replace a failing circuit breaker in the UPS. Boche's constant demonstration of this level of dedication and responsiveness is an attribute Turner says cannot be underscored.

Industry:
Security

Application:
Monitoring and data center equipment

UPS:
Powerware Plus 50

Service Coverage:
ProActive Service Plan

Eaton CSE:
Andrew Boche

"I try to keep only the best and brightest when it comes to service," he acknowledges. "But Andy really understands the critical nature of the UPS. He appreciates it. He gets it. A lot of our vendors just don't get it."

In addition to Boche's exceptional customer service, Turner cites the CSE's attention to detail and technical expertise among the qualities he values most. "He really knows what he's doing," he says. "Plus, he is very friendly and always has a great attitude."

Furthermore, notes Turner, Boche is excellent about clearly communicating the facts of any service situation, from detailing the work he has performed to helping steer Per Mar Security in the best direction for its overall power protection strategy.

"A few years back, we needed to replace a part, and we got to talking about replacing the entire UPS with a new unit," Turner recalls. "And Andy said to us, 'No, you really just need a new battery. Maybe five or six years from now you will need a new unit.'" This level of honesty scored big points with Turner, who says of Boche, "There is no used car salesman approach with him at all."

Adds Evans, "He always puts the customer first as his primary concern."

It is through Eaton's ProActive Service Plan that Per Mar Security receives this high level of service. Implementing an effective preventive

maintenance strategy for a UPS can be one of the most cost-effective measures to ensure the ongoing health of both critical equipment and overall business operations, as regular maintenance practices have been shown to dramatically improve UPS reliability and performance, while significantly reducing susceptibility to downtime events.

Recognized industry-wide for having the most professional, technically skilled field technicians, Eaton's service division delivers a powerful combination of quality, training, value, speed and commitment. In addition to premier technical expertise, Eaton offers the flexibility of a comprehensive range of service offerings, immediate access to an enormous inventory of parts, and the 7x24 support to ensure high availability.



Continual classroom and laboratory training prepares Eaton CSEs to be productive in the field

Contracting for service directly with the manufacturer, as opposed to using a third-party provider, is a decision that brings Turner additional peace of mind. "I just really like knowing that the people who are doing service on the unit are the same ones we bought it from," he explains.

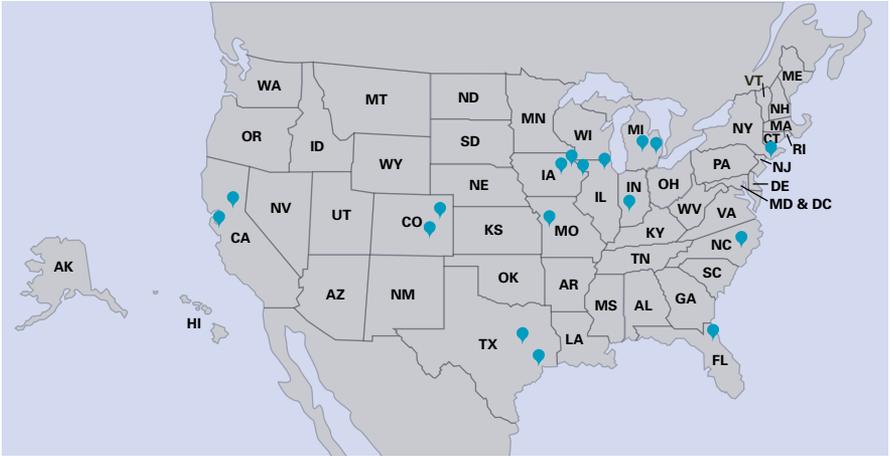
Indeed, as the original equipment manufacturer, Eaton is the ideal source to complete thorough preventive maintenance on a Powerware UPS. In this way, the recommended manufacturer's routine preventive maintenance is performed precisely to maximize the useful life of the UPS and minimize costly downtime, with factory-trained and certified CSEs utilizing a regularly updated diagnostic software tool.

Under Per Mar Security's service plan, the Powerware Plus 50 is inspected annually on a number of fronts, including calibration of all metering and protective features; functional testing of all transfer conditions; inspection of online performance of equipment with load; installation of system upgrades where applicable; review of alarm states, history and upgrade status; examination of interfaces to other powertrain equipment; a visual check on batteries and battery environment; and a written evaluation that provides a historical record of equipment performance.

"I don't have to think about the thing, it just runs," Turner reports. "We've only had a couple of minor things happen over the years and Eaton has always been right on top of it."

To meet the individual service requirements of organizations across a variety of industries and applications, Eaton offers a wide range of warranties, preventive services and service contracts, carried out by more than 240 CSEs throughout the United States, all of whom are trained to deliver the same high level of service as Boche. Eaton plans offer an array of unique service advantages, including readily available parts from the technician or from a central location; a deep support infrastructure of design engineers, technical support, back office resources and other experts to complement our field resources; value-added support such as remote monitoring; and requisite safety programs and insurance levels.

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



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