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Eaton UPS Service Plan **Helps**
Gate Petroleum Data Center **Maintain**
High Availability

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“He’s very meticulous and very sharp. He really knows what he is doing. Plus, he’s just a really nice guy.”

It's service for the service station, as Gate Petroleum Company relies on Eaton



Because batteries are the No. 1 cause of UPS failure, customers like Gate Petroleum opt for full battery coverage

When operating a business in Florida — the lightning capital of the United States — it is imperative that a company deploy an effective backup power solution to ensure continuous uptime and availability to its critical equipment. Equally important is the knowledge that — should a facility ever go lights-out — someone will be there to resolve the problem quickly and efficiently.

That's why Jacksonville-based Gate Petroleum Company relies on Eaton® — and customer service engineer James Jacobson — to oversee the continuing health of its Powerware® 9330 40 kVA uninterruptible power system (UPS), which is responsible for safeguarding some 40 virtual servers within the company's data center.

"We have no generator, so if we lose power, we rely completely on our UPS," explains Jim Bak, PC network specialist for the company, which opened its first service station in 1960 and currently

operates 225 state-of-the-art service stations with convenience stores in six Southeastern states, eight concrete plants, four private clubs and various real estate holdings throughout the Southeast.

Gate Petroleum's ability to ensure continuous business operations falls heavily upon its UPS solution. "Every time I've needed the 9330 UPS," says Bak, "it's been there."

The network specialist attributes this ongoing reliability in large part to the UPS service plan the company purchased from Eaton, which includes annual preventive maintenance checkups on the unit, as well as full battery coverage. Not to be underscored, says Bak, is the individual responsible for performing all service-related tasks.

"He is one of the best technicians I have ever seen for a UPS company," Bak says of Jacobson.

Industry:
Service stations

Application:
Data center

UPS:
*Powerware
9330*

Service Coverage:
*ProActive
Service Plan*

Eaton CSE:
*James
Jacobson*

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Conducting annual preventive maintenance calls on the 9330 UPS, Jacobson’s thorough product knowledge and technical expertise are readily apparent to Bak.

“He’s the kind of guy where you don’t have to worry ‘did he put everything back on correctly?’ Or ‘did he remember to tighten that?’” he explains.

Furthermore, Bak compliments the CSE’s attention to detail and professionalism while performing work on the unit. “When he comes in, he clearly has a set plan and he follows what works,” says Bak. “He’s very organized about what he does and that impresses me.”

Unlike some other service providers he has worked with, Bak appreciates the fact that when Jacobson is servicing the UPS, he doesn’t rush to complete the job as quickly as possible. “He never seems to be in a hurry,” explains Bak. “He takes whatever time he needs to do the job well. To me, that’s a big difference. Usually, if someone is not making money right there, they get in and out as quickly as possible.”

Bob Costantino, Jacobson’s manager at Eaton, says this precision and competency are par for the course for the CSE, who demonstrates a true interest in providing quality service with every task.

“Jim Jacobson is a highly technical individual with the tenacity and attention to detail to ensure a high level of quality in the work he accomplishes,” Costantino says. “Jim routinely goes beyond his technical responsibilities by demonstrating a genuine interest in the operational stability of his customer’s application. In this partnership with the customer, he is able to make recommendations in response to the changing power needs of the facility.”

Gate Petroleum discovered this asset firsthand, after its UPS experienced some performance issues following a power outage. “Jim came in to troubleshoot the problem after the power failure,” Bak recalls.



Eaton CSEs often take extra time to make sure a problem is fixed

“He did a lot of checking and testing and stayed very late that night. For some reason, we could never duplicate the problem again, no matter what we tried. Everything was working fine.”

But Jacobson wasn't content with the fact that all systems were operating as they should be at that moment. For additional security, he ordered a new part for a component that he suspected might have caused the initial hiccup. While the issue has never resurfaced, if a problem were to develop, it would likely be discovered during one of Gate Petroleum's annual UPS preventive maintenance calls.

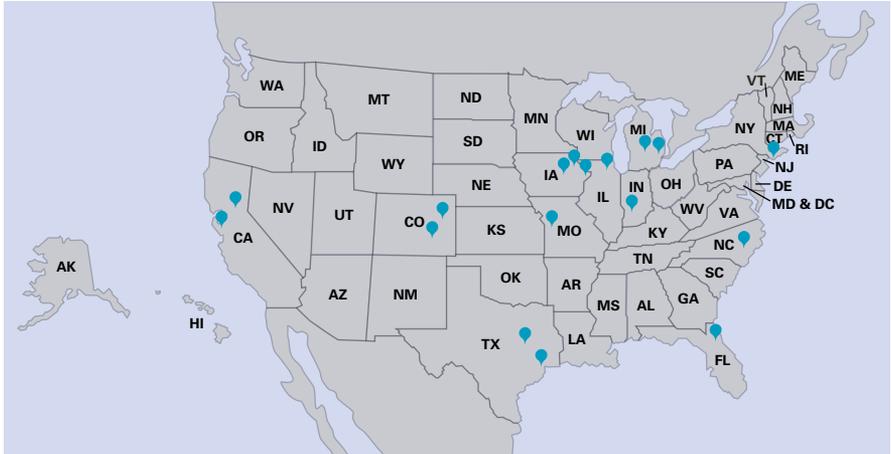
To meet the varied needs of customers and their individual applications, Eaton offers a full range of service plans, including routine scheduled maintenance, emergency parts and labor service, and other value-added offerings such as remote monitoring capabilities. With its ProActive Service Plan, Gate Petroleum receives the peace of mind of an approach that not only resolves problems, but makes every effort to prevent them from occurring in the first place.

With a comprehensive array of benefits such as thorough UPS part inspections, annual power protection audits, remote monitoring, monthly performance reports and assessments of Powerware UPS parameters, Gate is able to enjoy additional assurance of system uptime.

The company's ProActive Service Plan also includes:

- Fast response: eight-, four- or two-hour where available
- On-site electronic parts and labor coverage
- UPS preventive maintenance visit
- 7x24 technical support
- 7x24 Web access to account information and site service activity

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



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