A photograph of two men in a workshop setting. The man on the left is wearing a light blue button-down shirt, khaki pants, and safety glasses. The man on the right is wearing a dark blue button-down shirt, khaki pants, and safety glasses. They are both looking at a green printed circuit board (PCB) that the man on the right is holding. On the table in front of them is a yellow and blue hard hat, a yellow multimeter, and some papers. In the background, there is a whiteboard with some diagrams and a black metal rack with various equipment. The word "Eaton" is overlaid in large white letters across the middle of the image.

Eaton

Indiana Packers Corporation **Relies** on Eaton Service Plan to Keep Legacy UPS Solutions in Tip-Top Shape

***“I’m perhaps old school,”
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customers feel like they are
important.”***

Preventive maintenance plan turns out to be a virtual piggy bank for pork processing company



An On-Site Gold Plan includes annual UPS and battery preventive maintenance — a crucial factor maximizing your investment

Industry:

Food processing

Application:

Server room and production floor

UPS:

Deltec 90S and Deltec 2000 Series

Service Coverage:

On-Site Gold Plan Plus

Eaton CSE:

Robert Stark

Pork lovers across the country depend on Indiana Packers Corporation to deliver their Easter hams — not to mention ensure the year-round supply of staples such as Indiana Kitchen-brand bacon, sausage and pork tenderloin to their breakfast, lunch and dinner tables. In turn, the retail and food service pork processing plant relies on its uninterruptible power systems (UPS) to maintain high availability for the operation's computers and servers, a requirement that is achieved with the help of a maintenance service contract with Eaton® Corporation.

With production running two shifts each day, and operating six days a week, the plant cannot afford any downtime to its critical systems. "We're a meat processing plant and we're running production almost all week, including major systems running on Saturdays and Sundays," explains James McDonald, MIS systems manager for the Delphi, Indiana-based company, which is owned by Mitsubishi Corp.

As a result, two legacy Deltec 90S UPSs — originally deployed in the 90s — safeguard Indiana Packers' server room, as well as protect numerous touch screen computers on the plant floor, while a Deltec 2036C model is attached to the company's phone system. The Deltec brand was purchased by Exide Electronics in 1996, and subsequently rolled into the Powerware® product line, now owned and serviced by Eaton.

McDonald credits the longevity of the UPSs, in part, to superior service delivered over the years by Eaton's service department. By engaging in routine maintenance, the company has maximized the value of its investment and significantly minimized the risk and potentially costly consequences of downtime. "I think anytime you take care of your equipment properly, it's going to last a lot longer," McDonald emphasizes.

With its UPSs safeguarded by the Powerware On-Site Gold Plan Plus, Indiana Packers receives the peace of mind and protection afforded by premium coverage. The service plan delivers an enhanced level of coverage with advantages such as:

- On-site startup
- Annual unit and battery preventive maintenance
- Comprehensive on-site corrective maintenance including materials, labor, travel and associated shipping expenses
- Comprehensive coverage for the entire unit, including standard batteries
- Toll-free number for technical support

For nearly a decade, Robert Stark, an Eaton customer service engineer (CSE), has been overseeing the majority of the maintenance on the plant's three units — and making quite an impression on his customer.

“Robert Stark is an outstanding technician and a credit to the Eaton Corporation,” says McDonald, who, after interfacing with numerous service-related issues over his 45-year career, acknowledges that quality service is not an easy thing to come by. Having dealt with a range of service providers for various types of equipment, McDonald reveals that his Eaton CSE is a definite stand-out.

“I’m perhaps old school,” he says, “but to me, service has become a lost art over

the years. I find Robert to be that rare individual who, in addition to being technically competent, projects the old style of service that makes customers feel like they are important.”

Whether it’s consistently arriving promptly for a scheduled appointment or following through on subsequent details following a service call, Stark “is really good at looking out for our organization,” says McDonald. “He has all the things you like to see in someone in the service industry...but too often, you don’t see.”



Eaton CSEs are trained to service legacy UPS products such as this Deltec 90S

With a 7x24 service plan covering all three of its UPSs, Indiana Packers Corporation receives an annual preventive maintenance call from Eaton. During that appointment, Stark performs

a comprehensive range of services, from testing the batteries to cleaning the units to inspecting parts such as control boards and fans. If an issue ever arises, "Bob is very good about making sure our problems are addressed quickly," notes McDonald.

In addition to delivering the highest level of technical expertise and a deep understanding of how each UPS operates, Stark often completes service calls early in the morning to accommodate the plant's schedule. During a recent preventive maintenance appointment, he detected that one unit's batteries were approaching the end of their useful life. Stark immediately ordered the replacement batteries and scheduled a subsequent visit to install them.

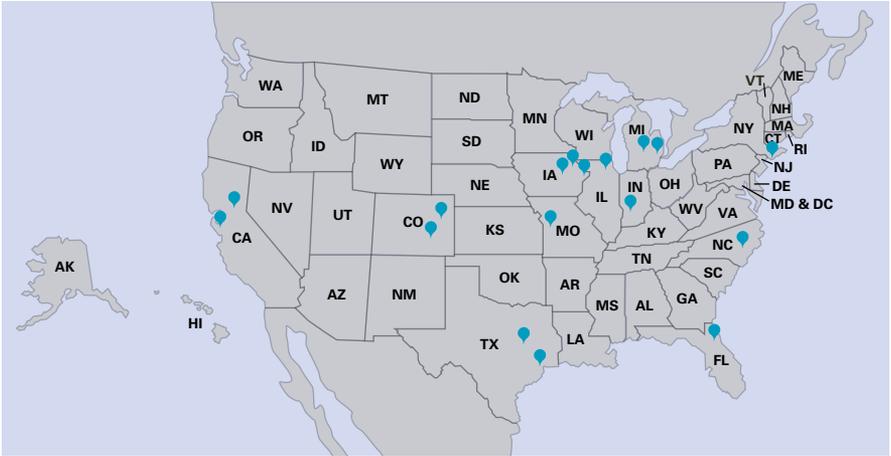
"He had the batteries ordered and they arrived quickly and their replacement was scheduled for the very next weekend," McDonald recalls.

"Bob Stark is both professional and personable in how he treats us," he adds. "He keeps up-to-date with the technical issues within the industry and we have always been extremely pleased with his service."

Gregg Atkinson, Stark's central region service manager, praises the CSE's long-time dedication to his profession. "Bob Stark has worked in the UPS industry since 1988, and he is the consummate professional," says Atkinson. "His daily commitment to serve his customers has been a great credit to the service standards of Eaton Corporation."

While quick to acknowledge and appreciate the kudos from both McDonald and Atkinson, Stark attributes much of his success to being part of a solid organization. "It is my pleasure to work for a top-notch service organization that has the resources and ability to meet and exceed all customer expectations," he explains. "It's a great testimonial to the Eaton team as a whole when we are acknowledged by the customer for providing quality service. I feel like I am part of a winning team."

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



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