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Major Automobile Manufacturer
Company **Relies on Eaton** to
Maintain its Eaton UPSs

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“Walter is still in that class.”

Company relies on Eaton to maintain service data center UPSs



Eaton CSEs are continually trained on Powerware UPS products

Automobile industry insiders understand — perhaps better than any other business sector — how critical it is to implement a preventive maintenance service plan for an uninterruptible power system (UPS). Much like completing routine repairs and inspections on a vehicle, the measure is recommended by the majority of the industry's professionals, who recognize that the process can reveal brewing or lingering ailments under the hood before they become serious issues. Just like checking the alignment, inspecting the brake pads, and analyzing pressure and fluid levels at specified mileage intervals allows a mechanic to identify replacement parts needed for a vehicle, routine preventive maintenance helps ensure the ongoing integrity of a UPS.

And, in the same way that securing a competent mechanic is vital to continued auto health, it is equally imperative to engage a professional, technically sound UPS service technician to perform maintenance on a UPS.

That's why a major automobile manufacturer relies on Eaton® to service its UPSs, including an Eaton 9315 80 kVA unit that safeguards some 120 servers in the company's Dearborn, Mich., satellite data center. Responsible for the company's software development, the facility's platform must be operational 7x24, as it supports development operations globally, according to the firm's systems administrator.

Contributing to the data center's ongoing availability requirements over the years has been Eaton customer service engineer (CSE) Walter Ludeke, who the systems administrator deems a standout in his field.

"There was a time when service technicians really knew what they were doing," he explains. "Walter is still in that class."

Ludeke possesses a thorough knowledge of the intricacies of the UPS's operation. "With other units we've had serviced, the company's

Industry:
Automotive

Application:
Data center

UPS:
Eaton 9315

Service Coverage:
ProActive Service Plan

Eaton CSE:
Walter Ludeke

technician wasn't always able to resolve the issue," the systems administrator explains. "It seems like the technicians have less and less knowledge about their product lines these days. They always have to call back to corporate headquarters to resolve issues."

Not so for Ludeke, he says, adding that he completely trusts the expertise of the CSE. "We have complete confidence in his work, whether he's completing a preventive maintenance call or attending to another service issue," he points out.

Tom Ocepek, Ludeke's service manager at Eaton, credits the CSE's proficiency, in part, to his thirst for ongoing product training and development. "He has a real desire to know more, and is always trying to expand his knowledge," says Ocepek, noting that Ludeke is always the first to volunteer for training classes. "He possesses a wide breadth of product knowledge, which is especially beneficial for a company like Ford that has multiple UPSs. With Walter, they get one source that can go in and satisfy all of their needs."

Punctuality is another quality that the company appreciates in the service technician. "He is always on time," the systems administrator reports, "which for us, is very critical."

Even more, Ludeke is exceptionally flexible when it comes to punching a time clock, routinely arriving at the facility at 6 a.m. to perform preventive maintenance work. "When the UPS needs to be

serviced, we like to have it done first thing in the morning, before our user base arrives," the systems administrator explains.

"Walt will work 24 hours a day, seven days a week and do whatever it takes to make sure his customers are up and running," adds Ocepek. "He is very driven to be successful and take care of his customers. Customer service is paramount with him."

Perhaps the most crucial attribute that the auto manufacturer values in Ludeke is the CSE's reliability — a characteristic that has been challenging to find in other service providers the company has worked with in the past. "That is a really big thing for us," says the systems administrator. "When Walter says he is going to be here at a certain time, then he is here. Unfortunately, this hasn't always been the case with some other providers.



Regular preventive maintenance visits by Eaton CSEs ensure optimal UPS health

The systems administrator is also quick to praise Ludeke's communication skills.

"We're not electricians here," he acknowledges. "Walter can take a technical problem and break it down into terms we understand, and then we can make a decision based on that."

In addition to performing regular preventive maintenance exams as part of the company's service agreement with Eaton, Ludeke has promptly and efficiently resolved any issues the Eaton UPS has encountered over the years. The systems administrator recalls one occasion in which a connectivity card had inadvertently become disconnected. Ludeke quickly arrived at the data center and "he was able to tweak out the problem and correctly configure it right away," he explains.

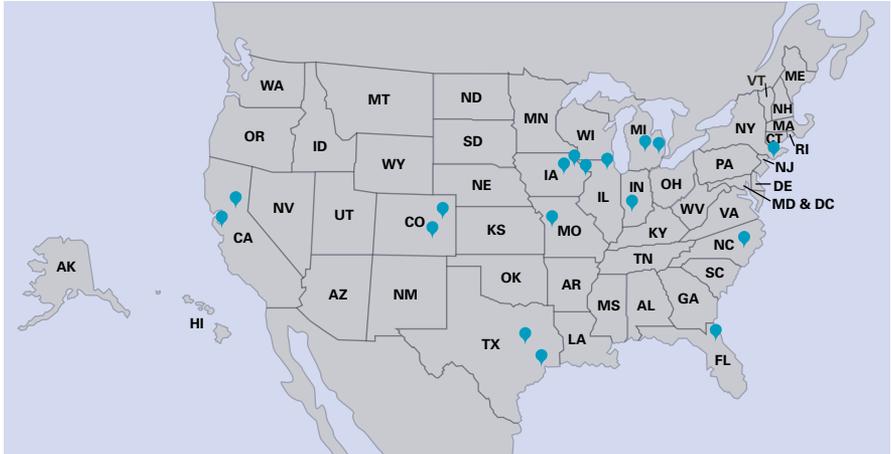
To meet the varied needs of customers and their applications, Eaton offers a variety of different UPS service options, including routine scheduled maintenance, emergency parts and labor service, and other value-added offerings such as remote monitoring capabilities.

With Eaton's ProActive Service Plan protecting its Eaton 9315 UPS, the auto manufacturer 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.

Coupled with the "UPS mechanic" that the auto manufacturer has found in Ludeke, UPS service for the company has been just as it should be — as uneventful as a casual Sunday drive. "If we ever have any issues, Walter is very quick to come out and resolve them," the systems administrator reveals. "He is certainly one of our most valued technicians in his field."

Adds Ocepek, "I've always said that if I could clone Walt, I'd be a very happy manager."

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



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