



EATON

National Pipeline Company Puts Its
Trust in Eaton

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A boost of confidence



Regular preventive maintenance visits by Eaton CSEs ensure optimal UPS health

Confidence. It's an attribute whose value cannot be underscored when it comes to servicing the uninterruptible power systems (UPS) that protect mission-critical applications.

That's why Eaton® is the name trusted most by the manager of data center operations for a nationwide pipeline company, whose parent company is one of the country's leading diversified natural gas entities.

"I get that extra level of confidence knowing that they are providing the service," he explains. "I know that Eaton wouldn't send in an unqualified technician."

Engaged primarily in the transportation, storage, gathering, processing and distribution of natural gas, the company owns and operates one of the largest natural gas pipeline systems in the United States, with more than 20,000 miles of gathering and transportation pipelines, in addition to North America's largest liquefied natural gas import terminal.

With eight Eaton 9315 UPSs safeguarding the company's main data center facility in Houston, the data center manager experiences the ultimate peace of mind knowing that his equipment is serviced by Eaton.

"It's very critical," he says of the company's main data center environment supported by the Eaton 9315 UPSs. "If we were to lose power, we would lose all of our applications."

When it comes to the expertise of Eaton customer service engineers (CSE), the manager has firsthand knowledge, praising the talent and professionalism of John Allen, who has served as his primary service provider for many years. "He is very knowledgeable about the equipment," notes the data center manager, himself a former field technician. "I can gauge a person's knowledge base very well, and he really knows what he's doing."

From performing startup services on the company's 9315 units to syncing together

Industry:
Natural gas

Application:
Data center

UPS:
Eaton 9315

Service Coverage:
Time and material (T&M)

Eaton CSE:
John Allen

parallel systems to handling all UPS warranty issues, Allen has a firm grasp on the ins and outs of the entire power protection system.

If a problem or issue ever arises with a unit, "John takes plenty of time to explain everything in detail and he offers very good suggestions," the manager reports.

It is this proficiency and dedication that make Allen a standout among his counterparts in the service industry. "He has a much higher level of detail that sets him apart from other service providers," the data center manager notes. "He is much more knowledgeable and he has an easy demeanor and a confidence that reflects in his work and the way he communicates with customers."

Allen's authority on Eaton products is another aspect that the company values in the CSE, whose expertise and familiarity with the complex three-phase UPS product line far exceed that of other service providers.

"Most third-party providers have some knowledge of a variety of different UPS products, but not nearly as in-depth as what John can provide," the source points out. "John is so talented, and I am much more comfortable having an Eaton representative as a technician."

Kenneth Ottenwalder, Allen's manager, credits the technician's reliability and composure for contributing

to his outstanding job performance.

"One of the unique things he brings to the table is that he is extremely level-headed and down to earth," Ottenwalder reveals. "Although he is very well-versed technically, he can bring a technology solution down to a simple level that the customer can understand and acknowledge. Many service technicians will lose the customer with their explanation," Ottenwalder adds, "because a lot of customers just aren't savvy with UPSs."

The service manager also credits Allen with having a knack for helping customers to better meet their power protection needs, offering solid recommendations and opportunities to deploy better solutions.

"John Allen is one of the best we have in this company," says Ottenwalder. "He not only meets, but exceeds, customer expectations on a regular basis. He will do everything in his power to take care of our customers."



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

The pipeline data center manager agrees, noting that a regular preventive maintenance schedule for the 9315 UPSs is crucial, considering the critical nature of his data center facility. "There may be a weakening capacitor, or an issue with a fan, or dust in the filters," he explains, adding that the array of analyses and readings taken during a routine preventive maintenance visit are especially beneficial. "A lot of things that could turn into big problems later down the road get caught with quarterly maintenance calls."

To meet the varied needs of companies and their individual UPS solutions, Eaton offers a wide array of service offerings, all of which can be custom-tailored to meet specific application or uptime requirements of a particular customer, including:

Small UPS Plans (Single-phase 300 VA to 18 kVA) Gold Plans extend and enhance a UPS's standard warranty, delivering additional peace of mind.

Large UPS Plans (Three-phase 20 to 750 kVA) PowerTrust™ Service Plans, ProActive Service Plans, comprehensive service coverage, start-up service and UPS preventive maintenance are among Eaton's service options for large UPSs. Eaton delivers on-site service and 7x24 preventive and emergency support for Eaton UPSs and related products through more than 240 factory-trained technicians in the United States.

Battery Services

Eaton offers a comprehensive line of battery services specifically designed to minimize the risk of system downtime and provide additional protection.

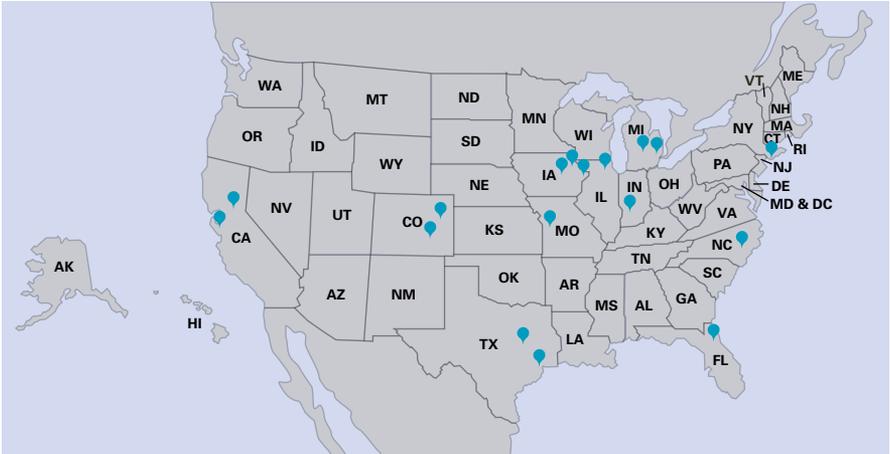
eNotify Remote

Monitoring Service

Offering 7x24, real-time enterprise monitoring services, Eaton's UPS monitoring services include response to more than 35 UPS system and UPS battery alarms, immediate notification of significant power quality events, remote troubleshooting, monthly status reports, and if necessary, dispatching of Eaton service technicians.

Regardless of the type of service plan selected, customers can rest assured that they will be receiving the highest level of expertise from Eaton's service organization. "John Allen is our preferred on-site service tech because of his professionalism, communication and knowledge," the data center manager sums up. "He is, and has always been, a top-notch technician. His knowledge of the Eaton systems is unmatched by anyone I've dealt with in my 20 years in the electrical industry."

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



Eaton
Electrical Group
8609 Six Forks Road
Raleigh, NC 27615
Publication No. SER08CSE
Toll free: 1.800.843.9433
www.powerware.com/UPSservices



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