

# EATON

Medical Center **Relies** on Eaton  
UPS Service Plans

*"I had David's cell phone number so I called him just to get some basic information," he recalls. "But he came right out. He got the UPS up and running three hours sooner than we'd anticipated because he had the parts we needed right on hand."*

# The perfect Rx



Eaton responds to over 2,000 emergency requests each year

Considering the uncompromising level of service expected from the medical industry, it doesn't come as a surprise that hospitals and other care units would seek that same high level of dedication and expertise from its own service providers. When it comes to ensuring the tip-top health of its Eaton® uninterruptible power systems (UPS), one Colorado organization turns to Eaton® Corporation.

Licensed for 305 beds, the medical center in Pueblo, Co., provides a full range of healthcare services, including a certified trauma center and stroke center. It is responsible for some 13,000 admissions, 135,000 outpatient visits, 5,000 inpatient surgeries, 8,000 outpatient surgeries and nearly 50,000 emergency room visits each year.

Like a growing number of organizations, the medical center understands that implementing a UPS preventive maintenance service plan is much like undergoing an annual

physical examination. Not only is the measure recommended by the majority of health professionals, but the findings can help detect life-threatening illnesses before they become serious or deadly. In the same way that analyzing routine blood tests and monitoring vital signs offer the possibility of revealing an infection hidden within one's body, preventive maintenance helps ensure the ongoing health of a UPS.

Relying on three Eaton UPSs to protect several key areas within the medical center — including its information services (IS) server room, PBX phone system and PACS, a radiology imaging server that allows X-rays to be viewed online — the hospital is able to rest assured that its equipment will remain up and running at all times.

“Our facilities are hugely mission-critical,” notes the medical center's telecommunications analyst. “If our PBX system went down, we would have no phone system. If our IS server

**Industry:**  
*Healthcare*

**Application:**  
*Servers, PBX  
and PACS*

**UPS:**  
*Eaton 9355,  
9390 and  
Powerware  
9330*

**Service  
Coverage:**  
*ProActive  
Service Plan*

**Eaton CSE:**  
*David Montoya*

failed, we would have no data network. And with the PACS, radiology would definitely say that it is critical for what they need to do.”

Working to cure any potential ailments before they occur is the job of Eaton customer service engineer (CSE) David Montoya, who performs regular preventive maintenance on the facility’s two Powerware® 9330 units and its Eaton 9355.

“David is very knowledgeable and very responsive,” notes the analyst. “He always answers any questions that I have, and he’s great at explaining how things work. Most importantly, he really understands how critical the UPSs are to our daily operations.”

Because the medical center relies so heavily on the continuous availability and uptime afforded by its power protection solution, routine preventive maintenance plays a key role in ensuring the UPSs are performing as expected.

“It’s a huge part of our ability to keep our systems up and running, and running efficiently,” the analyst says of the decision to include service plans with all of hospital’s UPS solutions. “It also really helps us to stay aware of exactly where our systems are at.”

For example, it was during a routine service call that Montoya recognized that center’s 9330 40 kVA UPS was rapidly approaching its capacity limit. “We were close to maxing out,” the analyst reveals. “David really helped

bring that to our attention. Otherwise, nobody would have ever realized and that would have really impacted us.”

As a result, the medical center bolstered its power protection solution with the addition of a 9355 30 kVA UPS to help support the load, that consists of two full racks of equipment.

In another instance, Montoya discovered during a preventive maintenance inspection that the batteries in two of the facility’s UPSs were both nearing their recommended replacement age. “Without quarterly maintenance, our batteries would go unchecked,” the analyst points out. “As a result of this information, we were able to budget for the new batteries.”



Eaton CSEs are skilled at explaining issues related to UPS service

During yet another routine system check, the CSE detected a couple of bad battery jars, which, if gone unnoticed, can ultimately cause an entire UPS to fail.

"We would have had no clue that those battery jars were going bad," the analyst notes. In addition to preventive maintenance, the medical center's service plans also protect the organization during any UPS emergency situation. The fact that all Eaton CSEs arrive with a heavily stocked parts inventory means the majority of issues can be resolved on the initial call. When a dialogic board went out in the 9355, for example, the center's analyst knew exactly who to dial for 9-1-1 UPS service.

"I had David's cell phone number so I called him just to get some basic information," he recalls. "But he came right out. He got the UPS up and running three hours sooner than we'd anticipated because he had the parts we needed right on hand."

He also relied on Montoya's expertise when the medical facility was in the process of selecting a new UPS for the IS server room. "David always does a great job, and was willing to answer questions and give me valuable input," he says. "We talked about the way the UPS protects the data network at length.

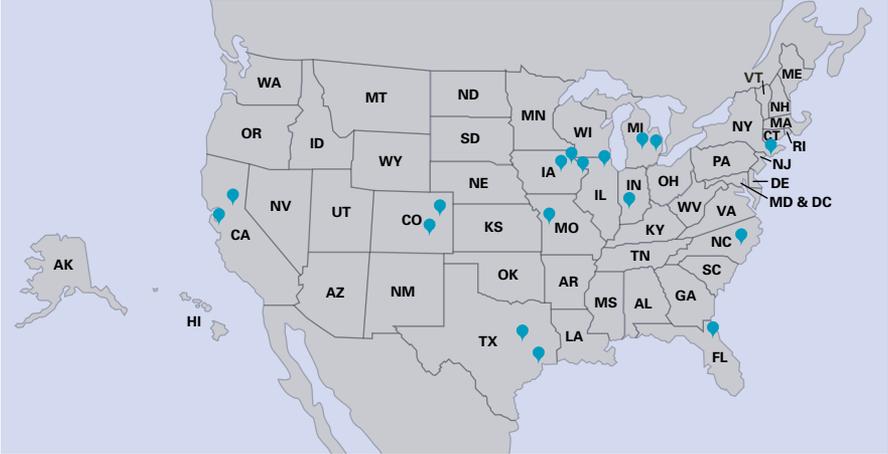
He gave me a lot of great ideas and helped me know the right questions to ask when we were specing out the UPS."

Ultimately, the medical center chose the 9390 UPS, which the facility is planning to install shortly. Like all of the facility's UPSs, the new unit will be safeguarded with a service plan from Eaton.

"It's very significant to us as a hospital," the analyst explains, noting that the facility must adhere to strict accreditation requirements. "We have specific requirements on all sorts of systems, and our service contracts must be based on those requirements."

With Eaton's comprehensive service offering, the center is able to meet its unique specifications with ease. The flexibility and comprehensive coverage afforded by Eaton have proven to be the perfect Rx to ensure the ongoing health of its UPSs, as well as to help meet its overall commitment to service.

To read more customer testimonials about our network of CSEs, please visit [www.powerware.com/UPSservices](http://www.powerware.com/UPSservices).



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