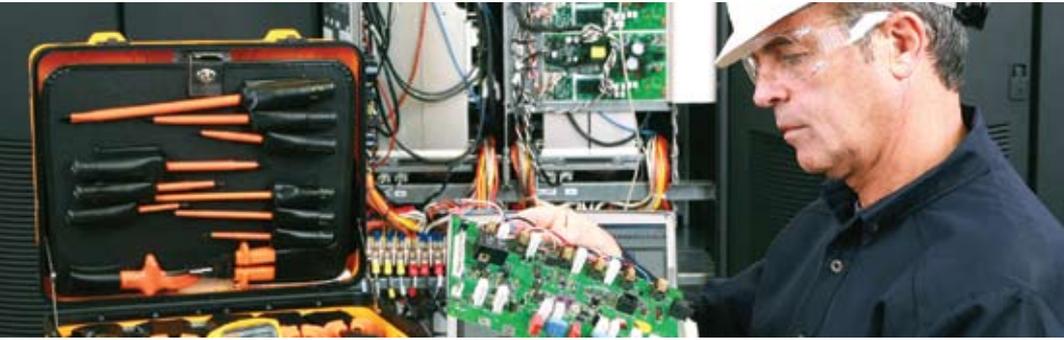


# EATON

For **Quick** and **Expert** UPS Service,  
Healthcare IT Provider Dials Eaton

***“He found the problem, ordered a replacement and got us back online,” explains Bayer. “Ken is very aware of the critical nature of our business. He really understands the importance of having all of our equipment up and running at all times.”***

# Eaton service plans ensure optimal UPS health



Eaton CSEs carry a stock of the most commonly needed parts to make repairs as quickly as possible

While scores of industries demand clean power and continuous uptime to ensure the high availability of their systems, few are as mission-critical as those within the healthcare sector.

“If we drop any of our equipment, people can die,” acknowledges Jeff Bayer, critical facilities manager for a leading U.S. supplier of healthcare information technology solutions. Serving as a remote hosting facility for the records and information belonging to hundreds of hospitals and medical centers across the country, the company provides 7x24x365 support while guaranteeing 99.9 percent availability to its customers.

“If we go lights-out, then there are hospitals that are unable to pull up patient histories — and those patients might be in surgery at the time,” Bayer explains.

Because only the highest level of reliability will suffice within the four data centers housed in its Kansas City headquarters,

the company relies on Powerware® uninterruptible power systems (UPS), complemented by Eaton® ProActive Service Plans. By scheduling routine preventive maintenance calls for all UPSs, the hosting facility is able to maximize its equipment investment and significantly minimize the risk of downtime.

“For us it’s all automated — Eaton calls on us,” says Bayer. “From maintaining the equipment to servicing the batteries, we do everything with Eaton. They are a one-stop shop for all of our critical power needs.”

Specifically, Bayer praises the ongoing efforts of Eaton customer service engineer (CSE) Ken Tajchman, who helps ensure the health of the company’s eight Powerware Plus 750 UPSs, two Plus 500 models and two Plus 160 units.

“He’s awesome,” notes Bayer. “Ken has extensive knowledge, is very flexible and has a great attitude. He likes what he does, and that really shows in his work.”

**Industry:**  
*Healthcare IT*

**Application:**  
*Data center*

**UPS:**  
*Powerware Plus 160, 500 and 750*

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

**Eaton CSE:**  
*Ken Tajchman*

Tajchman's level of responsiveness is another trait that is highly valued by the healthcare facility's team. "He always responds fast," Bayer reveals. "When I call, he picks up no matter what he's doing."

This proved especially critical earlier this year, when one of the company's UPSs sprung a leak in a battery cell, prompting Bayer to page Eaton — STAT. "It was leaking electrolyte out of one cell onto the cell below," he notes. "We were dropping battery acid everywhere."

After using baking soda to neutralize and contain the spill, Bayer phoned Tajchman, who immediately leveraged one of his battery resources in St. Louis. "They came in here immediately," recalls Bayer, who had been attempting to secure a clean-up crew for the facility on his own. "Here he comes, with everything he needs, including a lift," he says, noting that he promptly called off his backup company after realizing that Eaton had everything under control. "They cleaned it up, removed the jar, ordered a new battery, disposed of the old one. It was just completely turn-key."

This unwavering commitment and attention to detail is paramount to the facility's ability to ensure continuous uptime for its customers. "It was a crisis situation for us, and we can't afford to have someone come in and just him-haw around with the battery," notes Bayer. "We must have the UPSs online all the time."

In another instance, Bayer noticed unusual power readings and a humming sound emitting from one of the data center's Plus 160 units. After a thorough investigation, Tajchman discovered that an inductor had failed.

"He found the problem, ordered a replacement and got us back online," explains Bayer. "Ken is very aware of the critical nature of our business. He really understands the importance of having all of our equipment up and running at all times."



**Eaton CSEs are specially trained and equipped to handle battery replacement safely**

Bayer, who has worked with a variety of service providers over the years, says this level of awareness and receptiveness cannot be underscored enough, especially considering the critical nature of the IT environment.

“We don’t get anywhere near the level of responsiveness from other providers that we get from Ken,” he stresses. “With other service providers, we’re lucky to get them to answer the phone. If we leave a message, they might call back in a few hours, but then tell us they will get there tomorrow. Then it’s usually tomorrow afternoon. And when they finally get there in the afternoon, too often they don’t have what they need to fix the problem,” Bayer continues. “So we end up waiting days or weeks just to have a part replaced or an issue fixed.”

Eaton’s ProActive Service Plan strives to prevent problems, rather than just repairing them after the fact. Unique features such as remote monitoring, preventive maintenance, annual power protection audits, monthly performance reports and assessments of UPS parameters enable Eaton to provide added assurance of system uptime.

The ProActive Service Plan also includes:

- Fast response: 8, 4 or 2-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

For Bayer, the only thing better than the comprehensive service plan is the trust he has in his technician. “Ken just loves the challenge of it,” Bayer reveals. “He brings an enthusiasm that you don’t get from many people.”

Recalling one instance in which a UPS was taking on more load than it should, Bayer notes that Tajchman couldn’t wait to jump in and resolve the issue. “He was just jazzed about it, and even came in early,” he remembers.

“A lot of times, it’s the person who represents the reputation of the whole company,” Bayer acknowledges. “The way Ken Tajchman handles things here...he makes the entire Eaton organization look good to us.”

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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