

A control room or server room with multiple computer monitors and keyboards on a desk. The monitors are arranged in a row, and the keyboards are in front of them. The room has a white wall with several monitors mounted on it. The lighting is dim, and the overall atmosphere is professional and technical.

EAT•N

From One **Expert** to Another

“Sarkis is an excellent field engineer that demonstrates thorough knowledge of Eaton systems and is highly professional,”
Mercado says. “He’s always very helpful and, as a result, we get results for our clients.”

Professional service company chooses Eaton Corporation as its premium partner for UPS service calls



Sarkis Orchanian mentors and trains younger CSEs

Since 1992, Core Power Services, Inc. has built its business around a solid reputation for delivering superior service to a wide range of power conditioning equipment, including uninterruptible power systems (UPS), power distribution units, static switches, batteries and other related devices. Offering preventive and 24-hour emergency maintenance services, as well as turnkey installations, project management, battery testing, power monitoring and failure analysis, Core Power's goal is to provide the highest level of customer service and technical support to all of its customers.

"We've become so well known for excellent service and reliability that even our competitors come to us for support," reveals Bernardo Mercado, president of the Fremont, California-based business.

That's why, when it comes to choosing a reliable service partner, Core Power Services is extremely selective. But there is one name the company doesn't hesitate to call on for superior UPS support time and time again.

For more than 15 years, Core Power has trusted the expertise of Sarkis Orchanian, a customer service engineer (CSE) for Eaton® Corporation. "Sarkis is very technically competent," Mercado reveals. "He really knows what to do, and he has a very broad depth of experience and knowledge of the equipment."

Relying on Orchanian to help provide Eaton UPS service — often several times a month — to Core Power's range of customers, Mercado notes that virtually all of the sites his company services support mission-critical applications where even the smallest amount of downtime is unacceptable.

Industry:
Service

Application:
Data center

UPS:
Eaton 9315

Eaton CSE:
Sarkis
Orchanian

“Our dedication to customers, technical excellence, quick response time and 7x24 service have contributed to the success of this business and to the continued success of our clients,” he explains. “We know how important it is to keep critical loads running. We are here to maximize our customers’ uptime.”

Among those customers is Carlyle Market Post Tower, a collocation and data center management facility supporting multiple users. “There are a dozen or so key customers and the UPSs there protect their equipment,” explains Mercado. “Availability is an extremely high priority. Carlyle actually guarantees to their customers that their equipment will stay up.”

Recently, the facility’s uptime commitment was challenged, when a logic board in an Eaton 9315 300 kVA UPS faltered. After initial response and diagnosis, Core Power immediately called Orchanian, who was able to quickly remedy the problem by replacing and programming the required part before any potentially disastrous consequences occurred. “Sarkis had to get in there quickly and rectify the problem,” notes Mercado. “He really knows his stuff.”

Indeed, Orchanian’s familiarity with Eaton UPS models cannot be underscored enough during critical situations, to which the CSE is frequently summoned by Core Power Services. “We call him for certain emergencies at all different sites where our clients use Powerware and Exide

Electronics UPSs,” Mercado confirms. The legacy Exide and Powerware UPS brands were rolled into the Eaton product line.

In another instance, a UPS alarm was triggered within the San Ramon, Ca, data center of Chevron, one of the largest integrated energy companies in the world. After an initial on-site visit by Core Power, an emergency call was promptly placed to Orchanian who, following a thorough inspection of the Eaton 9315 500 kVA UPS, was able to resolve the issue. “As usual, Sarkis responded quickly and was able to fix it,” Mercado reports.



Eaton CSEs go through intensive classroom and hands-on training

In addition to relying on Orchanian for emergency response requirements, Core Power Services also involves CSEs in all UPS start-up procedures on Eaton systems sold to its clients.

"I like going through the factory representative," Mercado explains. "They have the proper training and software to do the startups, as well as when replacing parts that need programming."

Because Core Power Services has so many different customers with varied service requirements, Mercado appreciates the flexibility of Eaton's comprehensive service offering, which features a 7x24 emergency coverage option and two-hour expedited response time.

Even more important to Mercado is the knowledge that, regardless of the type of service needed by his customers, he can rest assured that his Eaton CSE will never let him down.

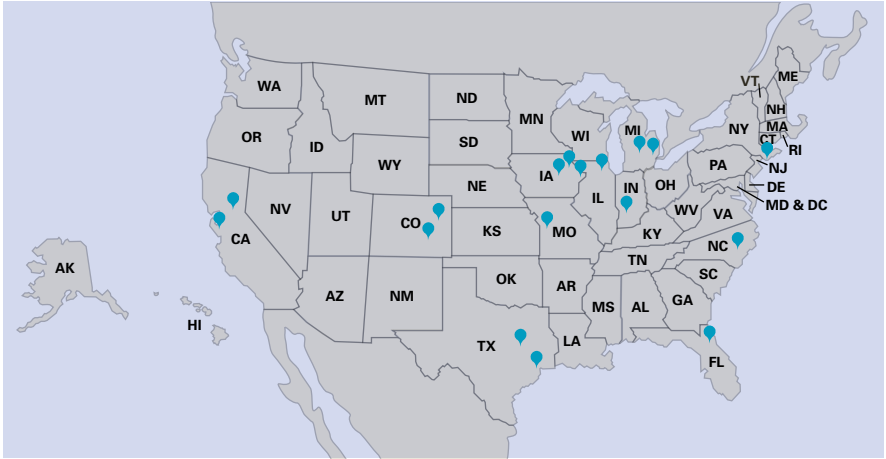
"Sarkis is an excellent field engineer that demonstrates thorough knowledge of Powerware systems and is highly professional," Mercado says. "He's always very helpful and, as a result, we get results for our clients." Bob Warlick, Orchanian's

manager at Eaton, agrees. As the UPS operations manager for Eaton's western region, which includes California, Hawaii and Nevada, Warlick has nothing but praise for Orchanian's expertise and excellent customer service skills.

"He is very well respected in the industry and within the company," he notes. "Sarkis is a team leader and is responsible for all of our major accounts in that area, including Bank of America, Quest and Kaiser. He mentors and trains the junior CSEs (customer service engineers), he is very technically sound, and he rarely needs any outside assistance."

"Overall, he's a great person to deal with who will always go the extra mile," adds Mercado. "He's a great asset to Eaton."

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



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