



EATON

Eaton CSE **Makes the Grade** at
University of Northern Iowa

“The PM call was instrumental in diagnosing our battery issue,” notes Young. “Without it, we would have been unaware that there was even a problem brewing.”

Preventive maintenance plan ensures a solid report card for data center's UPS



Each preventive maintenance visit includes a written evaluation from an Eaton CSE

At the University of Northern Iowa, there's no spring or summer breaks for the campus' Eaton® 9315 uninterruptible power system (UPS), which is tasked with protecting the institution's primary data center, including the mainframe and disk subsystem, SANs, various Sparc- and Intel-based servers and VMS systems. "If it was ever to fail, we'd have a very big problem," acknowledges Keith Young, manager of system programming for the university's IT network services.

Thankfully, a ProActive Service Plan from Eaton helps ensure that the 160 kVA power protection solution continuously makes the grade on the 12,000-student Cedar Falls campus. Overseeing that effort is Eaton Customer Service Engineer (CSE) Andrew Boche, who consistently exceeds the scope of his job requirements, according to Young.

"Andy goes above and beyond what is required of him in his position," he reveals. "He always does an outstanding job for us."

Young recalls one instance in which Boche came to his rescue after he encountered difficulties installing a newly purchased ConnectUPS Web/SNMP card, which works with the Eaton UPS to provide remote monitoring capabilities.

"I had struggled with it for quite awhile and just couldn't get it to work," Young explains. "Andrew came out and helped me with it and got it all set up. And it has worked great ever since!"

On another occasion, the university was investigating various models of backup generators, prompting Young to call upon Boche's industry expertise.

Industry:

Higher education

Application:

Network infrastructure

UPS:

Eaton 9315

Service Coverage:

ProActive Service Plan

Eaton CSE:

Andrew Boche

“He was one of the first people I contacted in order to find out about specific brands of generators and what works best,” he reports. “To me, Andy went out of his way to (address) a problem that wasn’t necessarily his,” he adds. “But he made every effort to help me, just to keep me happy as an Eaton customer.”

When it comes to Boche performing the various functions that *do* fall within his specific CSE job description, Young is no less impressed. “He’s really knowledgeable about the equipment,” he says.

As part of the ProActive Service Plan, Boche conducts annual preventive maintenance (PM) visits on the university’s Powerware UPS, which is inspected on a number of fronts, including calibration of all metering and protective features; functional testing of all transfer conditions; inspection of online performance of equipment with load; installation of system upgrades where applicable; review of alarm states, history and upgrade status; examination of interfaces to other powertrain equipment; and a visual check on batteries and battery environment. Following each visit, the university is provided a written evaluation that includes an historical record of equipment performance.

Engaging in routine preventive maintenance is a decision that Young says is a critical step to preserving the longevity of the UPS, as well as ensuring system uptime and availability. Studies show that routine

preventive maintenance appreciably reduces the likelihood that a UPS will succumb to downtime. In fact, a recent load loss report conducted by Eaton revealed that customers without preventive maintenance visits were almost four times more likely to experience a UPS failure than those who complete the recommended two preventive maintenance visits per year.



Eaton CSEs make every effort to minimize any possible disruption to business procedures

While these findings validate the significance of regular UPS service as a highly effective means to reduce the potentially devastating effects of downtime, Young doesn’t require research as proof to the importance of PM calls. He knows from experience.

A couple of years back, while performing a routine PM call at the university, Boche discovered a bad battery within the UPS, that he promptly replaced. As the heart of any UPS, batteries require inspection and maintenance regardless of their age or warranty status. Studies show that up to 20 percent of UPS failures can be attributed to bad batteries, with temperature and cumulative discharges cited as the primary culprits. During a preventive maintenance visit, data is obtained from thorough testing procedures, such as impedance and conductance measurements that trace battery performance and identify any batteries with internal potential failures.

“The PM call was instrumental in diagnosing our battery issue,” notes Young. “Without it, we would have been unaware that there was even a problem brewing.”

When recommending any type of service procedure or new part for the UPS, Boche takes the time to explain in detail the process involved and the reasoning behind it. “He goes out of his way to make sure that I understand all of the ramifications of any work or any decision,” Young shares. “Andy always asks if I have any questions he can answer, and when I do, he explains things in a very thorough manner and he makes sure that I understand.”

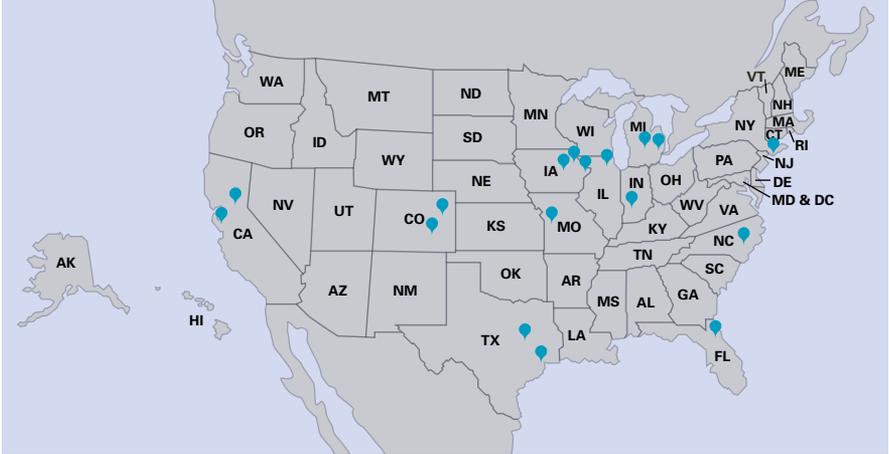
Considering the fast-paced environment of the university’s data center, coupled with its high availability requirements, Young is also appreciative of Boche’s flexibility when scheduling PM appointments, as the CSE makes every effort to minimize any possible disruption to business procedures. “He always calls ahead to find out a time that’s good for the both of us,” Young reports.

Describing Boche as a “pleasant fellow and all-around good guy,” Young adds that he also values the overall knowledge, expertise and level of responsiveness that accompany a UPS service plan delivered by the manufacturer.

“Usually with the manufacturer, you have that connection to the inside of the company that a third-party service provider generally doesn’t,” he explains. “We get quick help and more knowledgeable service technicians when a problem does come up.”

For the University of Northern Iowa, that top-of-his-class technician is Boche. “We have been very happy with Andy,” Young reports. “He conducts himself in a very professional manner.”

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



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