

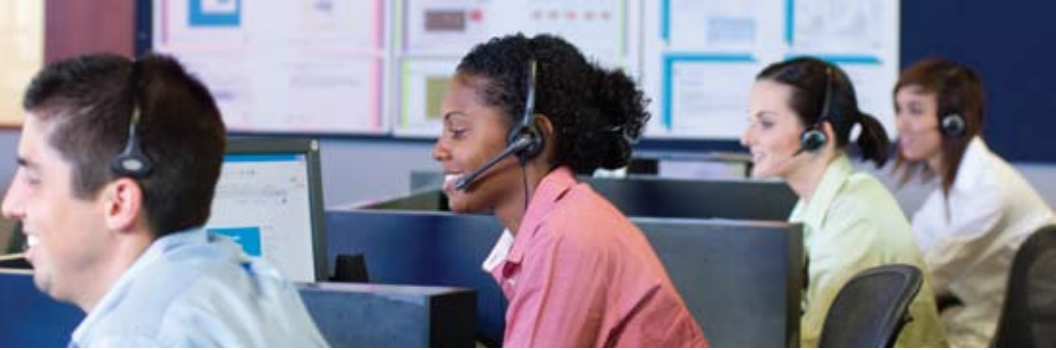


EAT•N

Eaton customer service engineer
helps keep data flowing for
Airgas National Welders

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Proficiency, expertise cited as top-notch



Eaton's ProActive Service Plan includes remote monitoring and monthly performance reports provided by the Customer Reliability Center

Industry:
Distribution/
retail

Application:
Servers and
data base
operations

UPS:
Powerware
Plus 18

**Service
Coverage:**
ProActive
Service Plan
and Battery
Preventive
Maintenance

Eaton CSE:
Timothy
Bivens

When Bob Miller switched jobs several years back, he assumed that he had unfortunately seen the last of Eaton® Customer Service Engineer (CSE) Timothy Bivens, one of the most highly regarded service professionals with whom he had worked.

But shortly after assuming the position of manager of technical services for National Welders — which was acquired last summer by Airgas — Miller encountered a pleasant surprise.

“Our company’s UPS was scheduled for maintenance and in walked Timothy,” he recalls. “It was a total coincidence, but it certainly gave me an added level of comfort.”

It’s no coincidence that Miller completely trusts Bivens to help ensure the high availability and uptime of his firm’s critical equipment — regardless of which company he is working for. After nearly two decades of contracting with Bivens for UPS service, Miller credits the CSE with

demonstrating an exceptional level of expertise and proficiency.

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That value cannot be underscored enough at Airgas National Welders, the country’s largest distributor of industrial, medical, and specialty gases and related equipment, safety supplies, and MRO products and services to industrial and commercial markets. With multiple IBM® RS/6000 servers — which run key data bases — safeguarded by a Powerware® Plus 18 uninterruptible power system (UPS), the company relies on its power protection solution to ensure continuous operations and data flow to 63 remote retail stores. “The UPS is very critical to our operations,” notes Miller.

Over the years, not a single service issue has surfaced with the UPS, which Miller attributes in large part to its preventive maintenance (PM) service plan from Eaton.

"If you don't perform the preventive maintenance, you risk having equipment problems that would have otherwise been prevented," Miller points out. "When you're supporting a data center, it's absolutely critical that everything is working properly."

With Eaton's ProActive Service Plan, Airgas National Welders receives the peace of mind of an approach that doesn't simply resolve problems, but strives to prevent them from occurring in the first place. An array of benefits — such as thorough inspections, annual power protection audits, remote monitoring, monthly performance reports and assessments of UPS parameters — enable Eaton to provide added assurance of system uptime.

Overseeing all servicing of the UPS is Bivens, who Miller says "always exhibits professionalism while he's here. He's very quick to respond and takes care of everything."

A thorough understanding and familiarity with the product line is an asset that makes Bivens stand out from third-party service providers, according to Miller.

"His product knowledge is exceptional," he affirms. "And that is something that's hard to find these days."

Bivens' Eaton service manager, Tom Ocepek, agrees, having recently promoted the CSE to a master technician level. "He is a very qualified person and an excellent CSE," says Ocepek. "Tim is one of my go-to guys when it comes to project management responsibilities."

Pointing to Bivens' 24 years of service in the UPS industry, Ocepek notes that the CSE has a level of expertise few can rival. Furthermore, Bivens has a genuine affinity for the customer and his or her complete satisfaction. "Tim is very gifted when it comes to talking to customers, he really bonds with them," notes Ocepek. "Every customer that I have ever talked to absolutely loves him."



Proper preventive maintenance is critical to keeping systems up and running

That is one assessment that Miller can certainly attest to. "He's just a great guy," he says of Bivens.

Airgas National Welders has been equally pleased with its service contract through Eaton.

"We chose Eaton because it is the original equipment manufacturers of the UPS," Miller explains. "I feel they are best equipped to deal with any service issues."

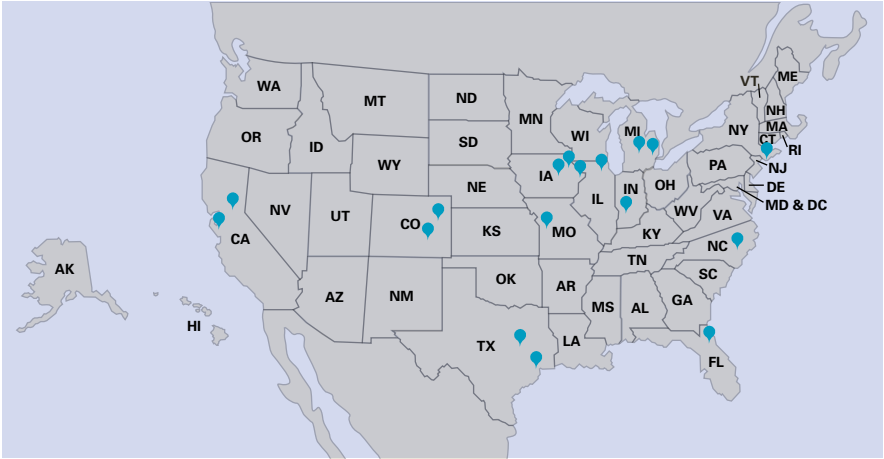
To meet the individual service requirements of organizations across a wide range of industries and applications, Eaton employs 240 factory-trained CSEs throughout the United States, who deliver the same high level of service as Bivens. With a full spectrum of available plans, Eaton offers an array of unique service advantages, including factory-trained field technicians with expert knowledge of Eaton UPS products; a wide range of warranties, preventive services and service contracts; readily available parts from the technician or from a central location; deep support infrastructure of design engineers, technical support, back office resources and other experts to complement our field resources; value-added support such as remote monitoring; and appropriate levels of safety programs and insurance.

Airgas National Welders has opted to further enhance its level of protection by engaging in a battery service plan, which includes comprehensive check-ups of the entire battery environment, including measuring the cell voltage levels; assessing total battery terminal voltages; visually inspecting for leaks or bad cells; spot checking for connection torques; and testing of cell/unit internal ohmic values. At the completion of the battery PM, the lab is provided with a detailed written report of all battery tests and inspection results, as well as any recommendations for corrective actions.

Because battery performance is essential to the ongoing health of a UPS, Eaton offers a comprehensive range of services specifically designed to minimize the risk of system downtime, including update-service, preventive maintenance and monitoring.

"Third-party service providers continually call on me," adds Miller. "But I've always opted to stay with Eaton. It brings me peace of mind."

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



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