



EATON

Eaton CSE **never misses a beat** for
Charter Communications' uptime
requirements

“It’s just good common sense to have preventive maintenance performed, because the UPS equipment does experience some wear and tear,” explains Williams. “Just like with my automobile, if I didn’t have it regularly serviced, I would never know if something was wrong — until I’m driving along and something breaks.”

UPS service contract helps preserve “heartbeat” of call center



Eaton CSEs clearly communicate their findings and service recommendations

When it comes to ensuring that critical equipment performs to its optimal potential, Howard Williams understands that preventive measures are often required. For his automobile, this means completing routine oil changes and service inspections. For his cardiovascular health, it translates to eating well and exercising. And to maintain high availability and uptime within his company's data center/call center environment, Williams relies on a Powerware® Plus 500 kVA uninterruptible power system (UPS), complemented by an Eaton® service plan.

“The UPS protects the heartbeat of our customer care center,” says Williams, facilities manager for Charter Communications’ Louisville, Ky. facility. As the third-largest publicly traded cable operator in the United States, Charter Communications serves some 5.7 million customers in 29 states, offering a full range of advanced communication solutions, including video, high-speed Internet and telephone.

Dedicated to customer satisfaction and service, the company boasts seven Charter Centers of Excellence: call centers specializing in specific customer needs such as billing, repair and new product sales.

With the Plus 500 safeguarding the critical equipment within the Louisville call center and data center, the UPS is responsible for Charter Communications’ ability to directly support more than one million customers.

“The bottom line is, we cannot afford to experience any downtime,” Williams reports.

Just as the facilities manager relies on the expertise of his mechanic to properly service his car, and the advice of his family physician to keep his heart thumping in tip-top shape, Williams trusts Eaton Customer Service Engineer (CSE) Tom Stratton to ensure the high availability and ongoing performance of the Charter’s UPS.

Industry:
Communications

Application:
Customer Care Center

UPS:
Powerware Plus 500

Service Coverage:
ProActive Service Plan

Eaton CSE:
Tom Stratton

"Tom is very friendly and yet extremely professional," says Williams. "He's just top-notch. A super person who does a super job."

Having worked with Stratton for more than a decade, Williams cites a long list of attributes that he values in the CSE. "First of all, Tom is very knowledgeable," he explains. "I am not a UPS expert so I have to trust him...and he has never steered me wrong."

Stratton's level of expertise and familiarity with Eaton UPS products is evident during the CSE's semi-annual preventive maintenance (PM) calls. "He completes a very thorough evaluation," Williams reveals, adding that Stratton always clearly communicates with him on his findings, as well as on all service recommendations. For example, notes Williams, "He tells me when we should switch out the batteries so we do it at the right time. And you have to consider the fact that there are 240 individual battery strings in there!"

Furthermore, notes Williams, Stratton is always punctual and extremely professional. "Promote that guy!" he says enthusiastically. "He is a very worthy employee. Eaton is very fortunate to have him."

Tom Ocepek, Stratton's service manager, couldn't agree more, pointing out that the CSE was, in fact, just promoted to the senior technologist position for the central region.

"This promotion is due to Tom's vast knowledge of the Eaton UPS products and his remarkable problem-solving

abilities," says Ocepek. "He provides exceptional assistance to the management of the central region and he is eager to accept the challenges of his new position."

Noting that Stratton consistently goes out of his way to support Eaton products and services, Ocepek adds, "His never-failing professionalism and willingness to support his customers and fellow employees have been extremely helpful to the central region's success."

Not to mention the ongoing success of Charter Communications, a company that understands the value of having a preventive maintenance contract in place.



To safeguard critical equipment, Eaton CSE Tom Stratton makes regular preventive maintenance visits

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As part of the Eaton ProActive Service Plan, Stratton conducts preventive maintenance (PM) visits on Charter Communications' Eaton UPS twice a year. During these calls, the UPS is inspected from top to bottom, including calibrating all metering and protective features; completing functional testing of all transfer conditions; inspecting online performance of equipment with the load; installing system upgrades where applicable; reviewing alarm states, history and upgrade status; examining interfaces to other powertrain equipment; and completing a visual check on the batteries and the battery environment. Following each visit, Williams is provided with a written evaluation that includes a historical record of the equipment's performance.

Engaging in routine preventive maintenance is a decision that Williams believes is key to preserving the longevity of the UPS, as well as ensuring system uptime and availability. "Preventive maintenance alerts you to the potential of what could happen," he points out. "Why wait until something breaks?"

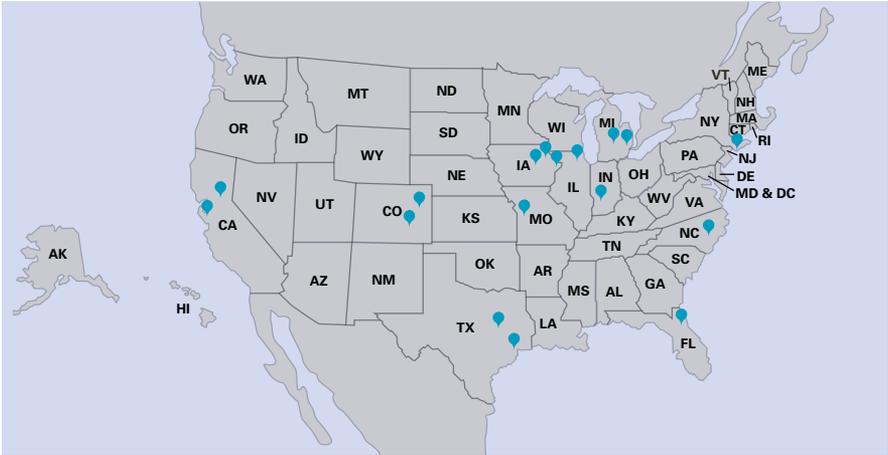
Indeed, research demonstrates that routine preventive maintenance appreciably reduces the likelihood that a UPS will succumb to downtime. In fact, a recent load loss report conducted by Eaton revealed that customers without PM visits were almost four times more likely to experience a UPS failure than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

For Williams, the proof is in the performance. Having purchased the Plus 500 UPS more than eight years ago, Charter Communications has never once experienced a problem or issue with the unit. "Everything has gone smoothly," the facilities manager says.

That degree of satisfaction and confidence keeps Williams coming back for more, which is evidenced in the fact that Charter Communications has repeatedly renewed its Eaton service contract.

"There is just no reason to switch," Williams explains, adding, "I like being able to prevent a heart attack."

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



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