

A scenic view of the UNC Pembroke campus. In the foreground, there are vibrant pink flowers. A large fountain sprays water into the air in the middle ground. In the background, a tall clock tower stands prominently, surrounded by lush green trees and brick buildings under a clear blue sky.

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With Eaton's help, UNC Pembroke
proves that **knowledge really
is power**

“In David, we have a technician who is as reliable as our Eaton UPS,” Graves says. “The performance of our systems is critical, so we can’t settle for anything less.”

Skill of Eaton customer service engineer further enhances UPS reliability



Eaton's PowerTrust service plan includes preventive and emergency maintenance — helping organizations protect their investment

The University of North Carolina at Pembroke distinguishes itself from many universities by its small size and rural setting. But beneath the tranquil first impression is a sophisticated technological infrastructure that keeps the campus humming and its students learning.

Barry Graves is one of two systems analysts responsible for making sure the servers that power UNC Pembroke's desktops, libraries, e-mail, online learning programs and student data storage are up and running 24 hours a day.

"We power 59 servers in our main data center and 12 at our remote, backup site," Graves says. "The university would be at a standstill if these systems were not running."

With Eaton's technology supporting critical systems and Eaton's comprehensive PowerTrust™ service plans providing preventive and emergency maintenance, UNC Pembroke's faculty and students can stay focused on

teaching and learning.

In early 2007, UNC Pembroke's systems had grown beyond the capacity of its existing power protection solution. After researching the costs and benefits of various systems, the university chose to install two Eaton® 9355 uninterruptible power systems (UPS). These systems were installed at the main campus data center to provide UNC Pembroke the redundancy necessary to protect its critical systems. To ensure that the 9355 units always operate at peak performance, UNC Pembroke opted to purchase a PowerTrust service plan from Eaton.

Not only did the installation of the 9355 begin the university's relationship with Eaton but also with Eaton's Customer Service Engineer (CSE) David Horrell, who has become an important "go-to guy" for Graves and his team. "David installed our first UPS system, and we were impressed with

Industry:
Higher
education

Application:
Servers and
infrastructure

UPS:
Eaton 9355

**Service
Coverage:**
PowerTrust
service plan

Eaton CSE:
David Horrell

his capabilities," Graves says. "We rely on his knowledge and expertise."

Eaton's comprehensive PowerTrust service plans help organizations protect the investment they have made in UPS units. The plans provide expedited response time during emergencies and assurance that any repair equipment can be secured quickly. Furthermore, the plans provide preventive maintenance and emergency coverage with access to Eaton's priority response team. Consequently, Graves has the assurance of knowing that Horrell is always a phone call away.

UNC Pembroke gained a greater appreciation of the CSE's knowledge and capabilities when a problem with another on-campus machine began to cause hiccups that filtered back to the main data center. "David was the one who figured out the problem," Graves recalls. "He thoroughly investigated the source of the problem and solution, keeping me informed every step of the way."

UNC Pembroke's satisfaction with the service they received from Horrell was reinforced by the reliable performance of the 9355 systems. When the university needed to deploy a power protection scheme within its remote data center, the choice of UPS was clear, as was the choice of who they wanted to support their newest system. The university specifically requested that Horrell be assigned to the project.

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Customers respect Horrell's consistent and professional performance. Like all Eaton CSEs, Horrell is trained not only on starting, commissioning and repairing UPSs, PDUs and related power quality infrastructure, but also in ensuring customer satisfaction at all times.



Extensive classroom and hands-on training provides Eaton CSEs with the skills necessary to solve all types of UPS problems

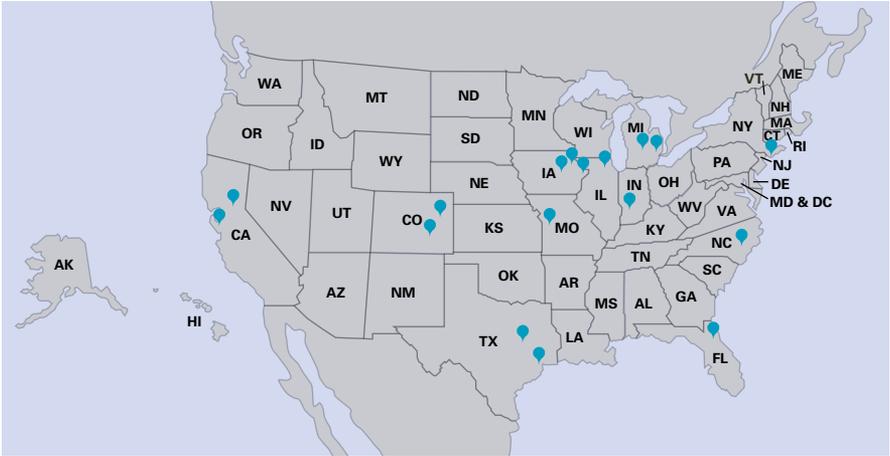
“David possesses excellent field service and administrative skills, which are necessary today to provide technical services to customers,” says Tom Ocepek, Eaton area supervisor. “David has a positive attitude and can always accept responsibility to complete a project with little oversight or direction. His ability to quickly overcome difficult tasks has earned our customers’ loyalty.”

With reliable units backed by flexible Eaton service plans and outstanding CSEs like Horrell, UNC Pembroke can confidently focus on its mission without being distracted by its operations.



Eaton 9355 UPS

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



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