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Eaton UPS Service Plans Take
Southwest Airlines to **New Heights**

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Eaton helps Southwest Airlines thwart any turbulence in its power protection systems.



Without regular maintenance, a UPS is four times more likely to fail

Imagine hundreds of jets lined up on airport runways across the country, filled with eager passengers, waiting for final clearance to take off... completely stalled.

It's a scenario that Steve Hurst, project leader for Southwest Airlines, will go to any lengths to avoid. Thankfully, with comprehensive service plans from Eaton® Corporation safeguarding the airline's fleet of Eaton uninterruptible power systems (UPSs), Hurst doesn't spend much time worrying about that potential calamity.

With 10 UPSs protecting critical equipment at Southwest's Dallas headquarters campus, and another six units deployed at reservation centers across the country, the airline relies on the power protection solution to help keep its 500-plus aircraft in the skies. Because the UPSs protect support computers within Southwest's dispatch center, even a momentary glitch in power can spell disaster for

the airline, which flies almost 100 million passengers a year to 64 cities across the country on approximately 3,400 flights per day.

"If we lose power, then everything in the country stops," explains Hurst. "It's one heck of a ripple effect." Rebooting the system in the event of a failure can take upwards of five hours, Hurst reveals, adding, "In that instance, heads are going to start rolling. You have to think about how many customers are affected. There will be planes stacked up across the whole country in a domino effect."

Hurst speaks from experience. A couple of years ago, a lightning strike took one of the airline's UPSs offline. However, "My service techs got here in a heartbeat," Hurst recalls. "Eaton has taken care of us through the years, and continues to take care of us." Hurst especially praises the dedication and knowledge of his Eaton customer service engineers (CSE), Gary Rose and Jason Renshaw, who

Industry:
Airline

Application:
Dispatch and reservation centers

UPS:
Eaton 9355, 9315 and Powerware Plus 750

Service Coverage:
PowerTrust Service Plans

Eaton CSE:
Gary Rose and Jason Renshaw

have worked diligently for many years to help ensure the ongoing health and operation of Southwest's UPS units. Performing exceptional quality maintenance on the company's entire spectrum of UPSs, the technicians complete installations, conduct quarterly battery testing, execute extensive inspections and, most importantly, detect potential issues within a UPS before they become a problem, according to Hurst.

"They catch it, see it, fix it at the time," he says. "A lot of guys may miss those things." When it comes to completing routine preventive maintenance services, Hurst's confidence in the CSEs cannot be underscored enough. "Gary and Jason know me and I know them," he explains. "I don't have to worry when they come on-site. They know my building. They know my loads. And they know how critical it is."

The UPS product expertise and ongoing professional development of Eaton CSEs is an advantage that has not gone unnoticed by Southwest. "They are on top of their game," says Hurst. "I really trust their judgment.

"When they're working on our UPSs, their training and TLC really comes out," Hurst adds of Rose and Renshaw. "If you don't have TLC in this environment, then I wouldn't have you around."

In addition to ensuring high availability and uptime within Southwest's dispatch center and corporate headquarters facility, the Eaton UPSs are relied on to keep transactions

running smoothly in the airline's six reservation centers, which field thousands of calls each day.

"If the phone equipment crashes, then that's a lot of money lost," Hurst points out, noting that tickets could no longer be booked and reservation changes could not be made.

To complement the numerous legacy UPSs that are operating efficiently in large part due to regular maintenance — including Eaton 9315s, Powerware Plus units ranging from 50 to 750 kVA, and Exide Electronics UPS models — Southwest recently purchased several new Eaton 9355 UPSs.



Eaton CSEs carry a stock of the most commonly needed parts to make repairs as quickly as possible

Thanks to the flexibility of Eaton service plans, businesses like Southwest can receive the coverage that best suits their needs and their UPS model. For instance, one of the airline's units, the Powerware Plus 750, is an older system supported by a plan that covers both the UPS (7x24) and the batteries (5x8).

With the purchase of the 9355 UPS that was installed in August 2007, Southwest invested in a PowerTrust™ Service Plan, which delivers a comprehensive range of benefits ideal for demanding environments, including expedited response times for on-site contracts, comprehensive depot or on-site parts and labor coverage, eNotify Remote Monitoring, and parts inventory stocked on technician vans to meet immediate needs.

The relationship Hurst has forged with his CSEs extends well beyond the scheduled maintenance visits afforded by the airline's service plans.

"If there's a hiccup or concern with something, I'll call Gary or Jason and ask them, 'Is this ok? Is this normal?'"

Hurst explains, adding that Rose even provided him with his home phone number years ago, in the event he ever needed to reach the service technician during an emergency. "They solve the issues and they are there when I need them."

Hurst even relies on Rose's expertise when engineers or other outside consultants make recommendations for Southwest's critical systems, noting that he often runs their proposals by his Eaton CSE prior to granting any approvals.

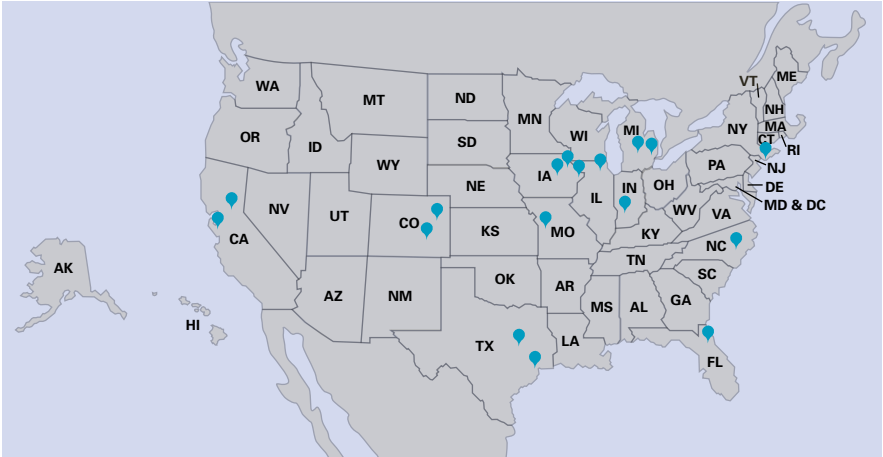
"Gary knows from experience what works and what doesn't," Hurst explains. "I really value that."

That value was instrumental in Southwest's recent decision to continue contracting with Eaton to provide UPS service to the company. During a replacement of four systems, the airline opted to open up bids to alternate service providers, but its long and successful history with Eaton and overall satisfaction with its CSEs were impossible to overlook. "They are really on top of their game," says Hurst. "They take care of business."

Technical knowledge, quick response and experience aside, Hurst notes that his Eaton CSEs offer an added benefit that can be difficult to come by in today's fast-paced industry: a true partnership.

"Relationship is as important as anything else," Hurst reveals. "That's what service is about, after all — relationship."

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



Eaton
Electrical Group
8609 Six Forks Road
Raleigh, NC 27615
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Toll free: 1.800.843.9433
www.powerware.com/UPSservices



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