



University has school spirit for Eaton service and software

Location:

Cleveland, Ohio

Segment:

Higher education

Challenge:

Maximize the efficiency and uptime of UPS equipment that supports the eight colleges and 200 major fields of study at Cleveland State University

Solution:

ProActive™ Service Plan, eNotify

Results:

Vital functions are ensured continuous uptime and university technical staff is able to attend to other matters

They do a fabulous job and are so knowledgeable, Cocklin reveals. I just can't emphasize that enough.

Ken Cocklin

When it comes to meeting the educational needs of some 16,000 students who call Cleveland State University (CSU) home, a slew of talented professors and staff members have mastered the task.

The same can be said for ensuring that critical services remain up and running at all times within the university's data center, thanks in large part to a service plan from Eaton®.

Located in the heart of downtown Cleveland, CSU encompasses some 85 acres and 40 buildings. Eight colleges—including Business Administration, Education and Human Services, Engineering, Law, Liberal Arts and Social Sciences, Science, Urban Affairs and Graduate Studies—support 200 major fields of study.

Behind the scenes, a wide variety of data center equipment keeps essential services operational throughout the campus. Vital functions such as financial aid, accounts payable and receivable, and other critical services all pass through the university's data center. And for many years, an Eaton 9390 uninterruptible power system (UPS) has been ensuring continuous uptime to that broad range of equipment.

"It's been so stable," reveals Ken Cocklin, CSU's manager of technical support.

It doesn't take a genius to understand that regular service will help the university's UPS remain at the top of the class. That's why Cocklin relies on a ProActive Service Plan from Eaton.

The plan is one of a wide variety of options available through Eaton Power Quality services, which provides world-class service through 240 customer service engineers (CSEs) in North America and 1200 internationally. Factory-trained and authorized technicians deliver 24/7 certified service support, with options that include comprehensive service coverage, start-up service and UPS preventive maintenance (PM).

"Regular preventive maintenance gives me the assurance that the equipment is running optimally and I haven't missed anything," Cocklin says.

Under the ProActive service plan, an Eaton technician will respond to any potential issue CSU encounters—24 hours a day, 7 days a week, within 8 hours. The plan encompasses everything the university needs to prevent potential downtime



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by taking steps ahead of time, with corrective maintenance coverage, remote monitoring advance response service, annual power protection audit assessment of power protection and load configuration, web access to account information and site service activity, and 24x7 start-up service.

Regular preventive maintenance maximizes UPS efficiency and uptime while preventing load loss. When Eaton performs PM service on the university's 9390, the unit receives a thorough checkup, including calibration of all metering and protective features, functional testing of all transfer conditions, and inspection of online performance of equipment with the load. Furthermore, the technician will install system upgrades where applicable, review all alarm states, history and upgrade status, and complete a visual check of the batteries. Finally, the CSE provides Cocklin with a written evaluation, which gives the university a historical record of its equipment performance.

"For a novice like me, the way they explain and interpret everything is fabulous," Cocklin notes.

In addition to relishing the peace of mind afforded by the service plan, the technical support manager offers high praises for Eaton's service technicians. "They do a fabulous job and are so knowledgeable," Cocklin reveals. "I just can't emphasize that enough."

Noting their skill and professionalism, Cocklin says he values the level of expertise provided by the company. "They do an excellent job for us," he reveals.

Sometimes it's the small measures that mean the most. For example, Cocklin says, the CSEs provide him with their cell phone numbers.

"If I have a question, I don't have to call the 800 number just to get a hold of someone," he explains. "I call them up and I'll say, 'how do I get this to display,' and they walk me through it."

In addition, Cocklin appreciates the fact that Eaton is always on top of when the UPS should be serviced. "Sometimes I get busy and forget," he says. "But then I get a call asking when would be a convenient time for Eaton to come complete the PM."

To further ensure the university isn't blindsided by any potential service issue, CSU stays ahead of the curve with Eaton's eNotify service, which provides real-time monitoring of more than 100 UPS and battery alarms. Cocklin receives monthly reports that detail UPS status and information such as voltages, loads, temperature and humidity, as well as a summary of the top 10 performance and environmental parameters, battery events, availability percentage, and comparative status against recommended specification.

"It's formatted properly and very easy to read," Cocklin notes.

In addition, eNotify includes remote monitoring of both the UPS and the batteries at all times by Eaton service technicians, a level of attentiveness that allows many issues to be resolved remotely—often before a customer even knows a potential problem exists. In fact, eNotify will even automatically dispatch a technician directly to the CSU data center if an emergency situation is detected.

Last year, eNotify picked up on the fact that the 9390's batteries were not properly holding a charge, prompting a visit by a technician.

"The bottom line is, I hadn't changed out the batteries since I purchased the unit, so I was really exceeding their expected life," Cocklin says. "Yet the UPS was still working!"

With Eaton's comprehensive service offering, CSU is able to meet its uptime requirements with ease. In addition to a wide variety of service plans covering virtually every aspect of UPS service—from annual preventive maintenance checks to battery preventive maintenance inspections to discounts on spare part kits—Eaton UPS services can be configured to fit virtually any requirement or application need. With a custom contract, customers can hand pick from more than 40 variables

and professional services to provide a completely customized solution.

For the university, the comprehensive coverage afforded by the Eaton service plan has enabled its UPS to operate completely by the book, year after year. Now that's an A+ solution!

For more information, visit
Eaton.com/UPSservices



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