

Eaton regional manufacturing capabilities are a game-changer for colocation provider

The customer, a global leader in the retail colocation space, operates more than 60 data centers in 29 markets, offering its clients world-class performance, security and reliability with flexible, customized solutions.

The organization combines best-in-class colocation, intelligent automation and rapid connectivity across a robust ecosystem of service providers to enable enterprises to scale faster, meet rising consumer expectations and gain a competitive edge.

Summary

- **Problem:** As part of a data center expansion, a colocation provider required 20 switchboards, 10 of which involved customization. When its existing manufacturer was unable to meet project lead-time requirements, the company turned to Eaton for local support.
- **Solution:** Customized switchboards delivered through an Eaton regional manufacturing facility (satellite facility).
- **Results:** Through its local satellite facility, Eaton was able to execute the desired switchboard customization, and deliver the order nearly three months faster than competitors, keeping the data center project on schedule.

Challenge

As the company was in the process of expanding its 400,000+ sq ft Santa Clara data center, it encountered a setback that nearly caused a significant project delay. After requesting 20 switchboards from its standard supplier — half of which included complex requirements — the data center provider learned that the manufacturer's lead time for delivery was not acceptable. Recognizing that this would have pushed the project back by months and threaten its ability to meet customer expectations, the firm reached out to a local channel partner to see if an alternative supplier could fulfill the equipment order.



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Solution

Introduced to Eaton through the local channel partner, the data center provider discovered everything it needed to satisfy its switchboard order — and much more. With the capabilities of the San Francisco satellite facility, Eaton was able to build the switchboards significantly faster and bring the firm's custom requirements to life.

Strategically positioned in 16 cities across the country, Eaton's satellite locations have the capability to swiftly and efficiently manufacture and deliver both standard and custom power management solutions. Staffed by highly experienced and technical personnel, the sites provide application engineering and design support so customers can boost productivity, meet aggressive project schedules and respond in times of crisis.

The colocation provider's need for switchboards in specific dimensions and configurations was no problem for Eaton's San Francisco satellite. Because the regional manufacturing sites are equipped to meet a variety of requirements, customers are able to specify products with unique features not included in standard product designs and have them engineered locally, resulting in shorter lead times. From bending metal to integrating any manufacturer's metering, the satellites are able to complete a wide range of customization options including:

- Integrating components such as:
 - Panelboards
 - Switchboards
 - Motor control centers
 - Enclosed controls
 - Enclosed breakers
- Adding welding receptacles to save labor and space
- Customizing control schemes
- Designing control panels to meet exact specifications while ensuring they are listed to UL® 845, 508 and 508A standards

For the data center provider, the San Francisco satellite prioritized manufacturing on the complex switchboards, incorporating an advanced Pow-R-Line Xpert main-main open transition transfer scheme with ATC-900 automatic controller and custom lug pads, then shipped the first few products in a timely manner — undercutting the competitor's lead-time by seven months. The balance of the switchboards was delivered to the data center approximately three weeks later.

"Thanks to the unique capabilities of Eaton's satellite centers, we were able to custom-tailor the exact product the customer needed and significantly reduce the time for delivery," reveals Kurt Brinckman, Eaton sales engineer. "The bottom line is, Eaton kept their project on schedule. They were able to complete it much sooner than they could have with any competitor, none of whom offer satellite facilities."

In addition to quick turnaround that helps keep projects like this on time and within budget, Eaton's regional facilities provide in-depth knowledge of local regulations, simplifying compliance to codes and standards for customers. Furthermore, by offering customized configurations and dimensions, the satellites can reduce the overall cost of retrofits and renovations by building equipment to fit into existing customer electrical systems, saving space and labor. Eaton also offers significant refurbishment and repair services to help get businesses back up and running in the event of a natural disaster.

Because products coming from a satellite have a much shorter distance to travel, reduced risk of shipping damage is yet another advantage to working with regional sites. Customers can select same-day delivery or even pick up products themselves, if they desire. And should any problem arise along the way, the satellites are able to provide rapid support through on-site Eaton field service technicians who are expertly trained to troubleshoot and resolve issues.

In fact the data center provider was so impressed with Eaton's satellite services that the company opted to make Eaton a preferred manufacturer. Because of the new preferred status, Eaton is already working on several additional projects for both the Santa Clara campus as well as other locations.

"Our customers tell us that the responsiveness and expertise they receive from the Eaton satellite offices are second to none," Brinckman emphasizes. "Having the feet on the ground nearby to build standard and custom solutions for them, and provide excellent service, have been a game-changer for them."

Results

Thanks to Eaton's satellite facilities, the colocation provider is now able to:

- Specify and customize industry-leading solutions that can be manufactured quickly and locally
- Access local market knowledge and in-depth technical skills
- Rely on proven expertise through application engineering and design support
- Gain rapid support and delivery with 24/7 emergency and disaster recovery services

For more information about Eaton's power distribution data center solutions visit

eaton.com/DataCenterPowerSolutions



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