

Crisis response

Eaton's Electrical Engineering Services & Systems

Crisis response program

Eaton's electrical expertise of building a proactive, comprehensive crisis response program will help you to achieve your uptime goals and save your operations from financial loss.

For emergency 24/7 response, please call **1-800-498-2678**.

A case study

A chemical manufacturing plant in Lake Charles, Louisiana, found themselves in dire circumstances as Hurricane Rita left the facility without power at a critical point in its production cycle. Without restoration of power, several million dollars of process materials and equipment were at risk and would result in a total loss within one week. This organization turned to Eaton for help. Within hours, Eaton's Electrical Services & Systems team was on-site assessing the situation. A recovery plan was developed and implemented immediately. Within four days, the Eaton team had critical power systems back online.

The equipment was saved and shipping deadlines for client orders were met.

Elements of a successful plan include:

- A qualified first-response service provider with the breadth and depth of trained and experienced personnel
- Pre-crisis risk mitigation audit to minimize vulnerability in the event of a disaster
- Safety audit and establishment of procedures to assure injury-free remediation
- Regulatory compliance awareness including Sarbanes-Oxley and OSHA requirements
- Equipment reclamation, life extension and/or replacement with full manufacturing capabilities regardless of manufacturer

- Expertise in critical staging of support equipment, including generators, gear and satellite communication networks
- Contingency plans for living and support accommodations for crisis first responders
- Proactive project management

The numbers

| Case Study | |
|--|---------|
| Value of equipment and products | \$3.0M |
| Cost of Eaton disaster recovery operations | \$350K |
| Savings to customer: | \$2.65M |

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Within hours, Eaton's Electrical Engineering Services & Systems team is on-site assessing the situation.

The program

Call on Eaton to learn about how you can have your plan in place before a disaster happens. Eaton, a knowledgeable first-response resource with capabilities in equipment life extension, can provide a comprehensive crisis management plan based upon a best practice response methodology and in-depth experience.

Eaton is a global, single-source provider—as a premier, diversified industrial company, we manufacture the products and employ world-class service professionals, as well as project management experts for a complete, turnkey crisis response solution. We employ resources from many groups to put a plan into place.

Eaton offers:

- **Products**—the foundation to a disaster recovery plan
- **Service**—the expertise of Eaton's highly qualified professionals
- **Solutions**—project management for all phases of the plan

Eaton's crisis response planning capabilities:

- Site surveys and disaster recovery planning (DRP)
- Failure prevention and risk reduction
- Strategically located service engineers on call 24/7
- Quick response teams
- Hundreds of trained field personnel
- Equipment mobilization
- Refurbishment and repair capabilities
- Project management with single point of contact
- Performance management criteria
- Six command center trailers

Eaton's network of satellite and service centers, and Aftermarket Centers of Excellence offer one of the largest and most experienced teams of power system engineers in the industry; available 24/7. Providing customized, design build and retrofit quick-ship solutions, Eaton is your complete partner.



For more information, please visit
www.eaton.com/crisisresponse

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