



ABOUT THE ORGANIZATION

A large, diversified health and well-being company headquartered in the United States offers health benefits and services to people in all 50 states and more than 130 other countries.

The organization invests more than \$3.3 billion in technology and innovation and processes approximately 1 trillion transactions annually. The company relies on 24/7 availability, secure access to data, and 100% compliance to meet the healthcare needs of customers around the world.

Background

A large, diversified health and well-being company maintains a network of national pharmaceutical compounding operations. These operations pose a unique challenge of ensuring the air and temperature are tightly managed to protect the integrity of the cleanroom environment. On top of that, incremental growth and a series of acquisitions resulted in a mix of HVAC equipment serviced by various suppliers. Looking to streamline processes and minimize risk, the company needed a reliable approach to maintaining its cooling equipment in these critical environments.

Case Summary

Location: 39 facilities dispersed across 23 states housing pharmaceutical operations with cleanroom settings.

Critical Need: The company needed to standardize and streamline HVAC maintenance across facilities to meet a corporate-level directive. The organization was in search of a trusted, safety- and quality-conscious provider with capabilities to service a wide range of equipment across the United States. By standardizing service, and eventually equipment, they sought to reduce risk and improve reliability, capitalize on cost and time efficiencies, streamline workflow and communications, and better forecast and budget for future service and equipment needs.

Services: Vertiv provided a three-year thermal preventive maintenance program including quarterly visits to all 39 facilities to optimize thermal system availability and efficiency.

Results:

- Dramatically reduced risk of thermal system failure and temperature fluctuations that could lead to potential contamination of a sterile environment
- Standardized service across 39 locations, streamlining workflow, increasing efficiencies, lowering costs, improving access to needed parts, and saving time and headaches
- Established a comprehensive equipment inventory to facilitate strategic lifecycle planning and budgeting
- Provided a long-term plan for equipment standardization across facilities, which will lead to even greater reliability and cost efficiencies

“By standardizing on service and, eventually, on equipment, we are exceedingly more confident in the availability and performance of our critical facilities. Because we trust Vertiv to maintain our critical cooling equipment in the most efficient, cost-effective manner, we have more resources to devote to our core business and delivering the healthcare solutions our customers need.”

- Pharmaceutical Manufacturing Contracts Manager

Solutions

Standardizing on Service for Greater Peace of Mind

As a result of rapid growth and multiple acquisitions, the company found itself working with a variety of providers to service HVAC and precision cooling equipment in its pharmaceutical operations. Working with many providers not only led to inefficiencies and headaches, it also increased the risk of incorrect procedures by improperly trained technicians or failure to comply with strict protocol for working in the cleanroom settings—risks they could not afford to take given the highly-sensitive nature of its products and the enormous cost of failure.

Having a long-standing relationship with Vertiv, they understood Vertiv’s commitment to maximizing continuity, improving operations, and reducing risk in critical environments. In addition, many of its facilities rely on Vertiv precision cooling equipment, making Vertiv, as the OEM, the smart choice to maintain equipment across all locations.

Vertiv provided a three-year thermal preventive maintenance contract for quarterly visits at 39 clean rooms with service from local, highly-trained techs in the Vertiv Service Provider Network. Each visit includes operational checks of key system components, cleanliness checks, balancing of the thermal system, and ancillary electrical checks. Technicians provide periodic replacement of components as well as service of building ventilation fans to optimize system performance and efficiency and maximize useful life of equipment. Vertiv technicians willingly take the extra steps to adhere to the company’s strict procedures for working in cleanroom settings including gaining required authorizations prior to work commencement, donning the proper protective equipment, and documenting service work within the organization’s Corrigo Electronic Work Order System, delivering an added layer of safety, convenience, and efficiency.

Beyond regularly scheduled visits, they benefit from 24/7, around-the-clock protection. Vertiv can remotely monitor cooling equipment and dispatch emergency crews anytime, night or day, to address equipment problems.

With a comprehensive, standardized maintenance plan carried out by trained technicians who know the equipment best, the company enjoys cost and time efficiencies and a streamlined process, easing the burden of maintaining equipment and freeing up internal resources. Most importantly, it gains the peace of mind knowing that its environmental systems and controls are optimized to protect their most critical environments.

Creating a Smart, Strategic Go-Forward Plan

Growth, buildouts, and acquisitions not only led to a mishmash of service providers it also resulted in a large, disparate HVAC equipment portfolio. Vertiv reviewed the install base to determine equipment age and condition and provided a complete inventory of all critical equipment including assessments of deficiencies, along with recommendations for upgrades and replacements that can best support the facility’s unique applications and ensure the lowest total cost of ownership long-term.

Armed with this knowledge, this healthcare company can strategically and proactively engage in lifecycle planning and budgeting with the goal of eventually standardizing its equipment across facilities. As the company creates its long-term plan for continued 100% availability, it has the information it needs to easily spec and order standardized equipment that will lead to reduced risk and greater efficiencies and cost-savings down the road.