

# POWER ASSURANCE PACKAGE

A Vertiv Case Study



## ABOUT THE ORGANIZATION

The extensive health system provides the highest quality healthcare to patients across the upper Midwest through a network that includes:

- 13 hospitals and medical centers
- More than 100 primary care and specialty clinics
- More than 90,000 inpatient admissions (2017)
- Over 1 million outpatient registrations (2017)
- Nearly 2 million clinic visits (2017)
- 33,000+ employees
- 5,000+ providers

The healthcare system is committed to embracing innovation and creating a better future for all patients. As new technologies continue to change how and where healthcare is delivered, this health system will prioritize investments that support digital transformation and ultimately improve the patient experience and health outcomes.

## Background

When the Data Center Operations Manager for a major healthcare network inherited responsibility for the uninterruptible power supply (UPS) units that power 83 network closets located across various facilities, his first course of action was to replace many of these aging UPS units. Given a preset budget and timeframe for the project, he explored several options, and ultimately selected Liebert® GXT™ UPS units backed by the Vertiv™ Power Assurance Package. More than an extended warranty, the Power Assurance Package delivers time-saving installation and maintenance services with increased peace of mind.

The healthcare system's UPS infrastructure investment will be fully supported from day one, all for a very affordable incremental cost per unit per year. The decision to choose Vertiv GXT UPS and Power Assurance Package services allowed the Data Center Operations Manager to complete his project \$200,000 under budget and a full year ahead of schedule.

## Case Summary

**Location:** 13 hospitals and 100+ clinics and outpatient facilities throughout the upper Midwest

**Critical Needs:** All healthcare environments rely on the highest level of availability for the systems, equipment, and data that patients, clinicians and administrators depend upon every day. Maintenance and regular refreshes of UPS units are part of ensuring that availability. Given the age of the current units installed throughout the healthcare systems' network closets, a refresh was in order. The Data Center Operations Manager needed a reliable, cost-effective, and easy-to-install solution along with local support from factory-trained technicians to ensure optimum performance of critical power equipment.

**Vertiv Solutions:** Vertiv provided Liebert GXT UPS units with the Power Assurance Package. The units offer the convenience of a plug-and-play solution while the Power Assurance Package provides local support from factory-trained technicians to expedite and simplify startup and installation and ensure reliable, ongoing operation.

### Results:

- Increased UPS protection plan from two to five years with 100% coverage for parts and labor
- Simplified the startup and installation process including removal and disposal of existing equipment
- Enabled cost-effective unit monitoring and temperature sensing for added peace of mind
- Completed the UPS update and refresh project a year ahead of schedule and \$200,000 under budget

*“After looking at the options we had for upgrading our UPS units across our network, selecting Data Center Systems for local support and Vertiv’s UPS and Power Assurance Package was the obvious choice. From the reliability and price, to the extra protection and battery coverage, to not having to worry about the install or disposal of the old units, it’s been a seamless process with nothing but benefit for our organization.”* **-DATA CENTER OPERATIONS MANAGER**

## The Solution

### Comprehensive Protection and Vital Support to Assure Uptime

Given the age and deteriorating performance of the existing UPS units responsible for powering 83 network closets located across multiple facilities, the Data Center Operations Manager knew it was time for a refresh. He explored several options but was drawn to the Liebert® GXT™ UPS due to the brand’s reputation for reliability and quality as well as his existing local relationships. When the option of adding the Power Assurance Package for each UPS was introduced, the Data Center Operations Manager realized this solution would afford him the greatest peace of mind. The warranty coverage was extended to five years including one preventive maintenance visit during the coverage period. The package also provides access to the local Vertiv representative, Data Center Systems, and its experienced team of factory-authorized technicians for on-site support and 24x7 emergency response. This level of local support essentially ensures white-glove service to address all needs for the first five full years of equipment life.

In addition, the price was right. Thanks to rebates offered through additional Vertiv programs, combined with the value of the extended protection plan, the Data Center Operations Manager was more than able to justify the cost of the units and the value added by the Power Assurance Package. He ultimately completed the refresh for just two-thirds of the original budget, freeing up approximately \$200,000 to finance additional critical infrastructure equipment.

### A Plug-and-Play Solution with No Heavy Lifting Required

With price and reliability checked off the list, the Data Center Operations Manager next needed to ensure that the solution

would not require extensive re-configuration or re-wiring of the network closets in order to accommodate the new units. The Liebert GXT UPS provided an excellent fit and a compatible input plug, affording the convenience of a simplified startup and out-of-the-box solution.

Because the Power Assurance Package includes complete startup and installation services for Liebert GXT units, the Data Center Operations Manager saved time, not to mention his back, and enjoyed a seamless installation process, mostly completed during regular business hours without interruption to the hospitals’ systems. Local technicians handled every aspect of unpacking, moving, and racking the new units, many of which weigh nearly 100 pounds, and hauled away the old units and all of the packaging boxes, saving countless hours of physical labor. Vertiv also provided proper disposal of the removed equipment and batteries, eliminating another major headache from the Data Center Operation Manager’s to-do list.

### Around-the-Clock Monitoring and Alerts

Each Liebert GXT UPS unit, comes standard with an embedded communications card that offers the flexibility to support UPS monitoring from virtually any platform. The Data Center Operations Manager was able to easily integrate the units with his existing software monitoring system. He receives alerts in the event of a UPS alarm or a loss of network connection and is able to remotely check on the issue.

In addition, the Data Center Operations Manager took advantage of the built-in ports on the communications cards to add temperature sensors and keep better track of temperatures in his critical network closets. Integrating the temperature sensors with the cards saved up to \$200 per network closet compared to the cost of investing in a stand-alone temperature monitoring solution.