

## CRITICAL POWER CASE STUDY | CUSTOMER “F”

# FINDING FAULTY COMPONENTS THROUGH PREVENTATIVE MAINTENANCE.

When critical power — or uninterrupted power supply — is essential, one needs to know that all components of mission critical infrastructure are in good working order.

Think about it. How does a company know if their backup power systems are or are not working until the system is called on with a power outage? That is not a good time to find out that there is something wrong with the backup system.

### Situation & Challenge

Company F is a consumer appliance company that had decided to assume the premises of an existing, 10+ year old building for its corporate headquarters. With that existing building came the backup power systems operated by a facility management company on behalf of its previous tenant.

### Selection

Company F had previous experience with Concentric in one of its manufacturing facilities and recommended that Concentric be engaged to manage the maintenance of the mission critical infrastructure for their “new” North American corporate headquarters. Concentric was contracted by the facility management company to maintain the systems to ensure that when backup was needed, it was going to be fully operational with no hitches.

### Solution

Concentric conducted full facility infrared scanning to locate the smallest components that might bring down the entire backup system. In fact, Concentric found exactly that.

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## INDUSTRY

Corporate headquarters and data center

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## APPLICATION

Mission Critical Infrastructure

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## FOCUS

Predictable Preventative Maintenance

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National On-site Power & Maintenance — keeping you running at your peak.

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## INDUSTRY

Integral component in the electrical infrastructure was not maintained properly, and on the verge of a major failure. Issue was discovered during an annual IR scan (predictable preventative maintenance activity).

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## SOLUTIONS

A new emergency generator was put in place, and the failing component was isolated and removed until the necessary parts were obtained. Site was manned 24 hrs a day for 2 1/2 days till repairs were made. Worked hand-in-hand with facility management company to insure client's business wasn't impacted during maintenance.

The IR scan showed a specific issue with one small component of the building's only mechanical transfer switch that would have crippled the entire system, and maybe caused extensive permanent damage to the equipment.

Concentric worked collaboratively with the facility management company and Company F to develop a plan for replacement of faulty components. The plan required placing the building's mechanical load onto generator until the switch could be repaired. During the 48 hours until the parts arrived, Concentric personnel were onsite to monitor the generators (including sleeping on a cot in the emergency switchgear room) to make sure that if another issue arose, expert hands would be on the premises. Parts arrived, Concentric replaced the component, brought the system completely to leading edge specifications, and tested the system for reliability. Peace of mind for Company F.

### Results

Three years later, a monthly schedule of preventative maintenance and proactive inspections are scheduled and budgeted to keep the mission critical infrastructure systems sharp and reliable. The partnership between Concentric, the facility management company, and Company F is collaborative, effective, and built with trust.