
CRITICAL POWER CASE STUDY | CUSTOMER “T”

SET IT AND FORGET IT: THE PATH TO SELF MANAGEMENT.

Situation & Challenge

Every telecom operation has a unique climate whose temperature dictates an optimum match of DC power equipment to maximize DC power life. One such operation in a harsh climate of sand and high heat was getting only four years of life from their batteries before they contacted Concentric.

Solution

Concentric assessed each of the operation’s 200 sites — including every cabinet, hut, and central office — and determined that there was a better match of battery type to the application and climate. Concentric started by replacing all cabinet strings. The customer then asked Concentric to not only continue the installation of new optimally matched batteries into all cabinets, huts, and central offices, but also to recommend a planned maintenance program that the operation could manage on its own.

Results

Today, the operation manages its own maintenance and gets more than five years of life from its equipment. Concentric advises the customer on proper ongoing maintenance and stands ready to upgrade, install, and remove equipment when needed.

The operation and Concentric have enjoyed a collaborative and effective relationship for over eight years. Concentric earned the trust of this customer through total dedication to its needs and unmatched expertise in the industry. The operation’s manager put it best when he communicated, “Concentric has always delivered on time and as quoted. They always respond quickly to my emergency needs and don’t price gouge me when emergency services are needed. I always get quality work!”

INDUSTRY

Telecom Services Provider

APPLICATION

Central Office, Remote Huts,
Cabinets, DC Power Systems

ISSUES

Having to replace batteries
every two to three years
due to heat environment.

SOLUTIONS

Right product for right
application

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