



## Eaton Service Capability – BT (UK) Case Study

Eaton's service capabilities are second to none and they are tried and trusted by some of the biggest and most successful companies in the world, with some of the most demanding service schedules. For instance our project management capabilities have been tested by some of the most demanding service schedules imaginable like BT's local loop unbundling (LLU) programme. Our service commitment and performance resulted in Eaton being contracted by BT for another four years to the end of 2011.

Our project management services regularly demonstrate flexibility, reliability, speedy implementation and timely delivery, ensuring that large-scale projects with critical timelines succeed.

We provided product and service solutions into BT's local exchanges – including DC power, distribution, alarm management and reporting, and LLU exchange infrastructure. This enabled BT to meet a demanding schedule of secure and well-managed exchange access for competitor communications providers. By the first 20 months alone, our services installed over 20MW of power plant. And, with a 15-day

turn around between order receipt and site completion, we have consistently achieved 99 - 100% on time delivery. As UK consumer and business demand for network services grows, Eaton is continually tasked with mobilising hundreds of projects in parallel.

BT's recent confirmation of Eaton as single service provider over the next four years for DC power plant and installation, and providing power infrastructure for broadband exchange equipment, underlines the trust and confidence that BT has in our service experience and capabilities as a project management service provider.

For more information  
about local Eaton Secure  
Power Services

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OR

Local Contact details:



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Form No. SB 1



# Eaton Secure Power Services

**YOU'RE NOT ALONE**



Powering Business Worldwide

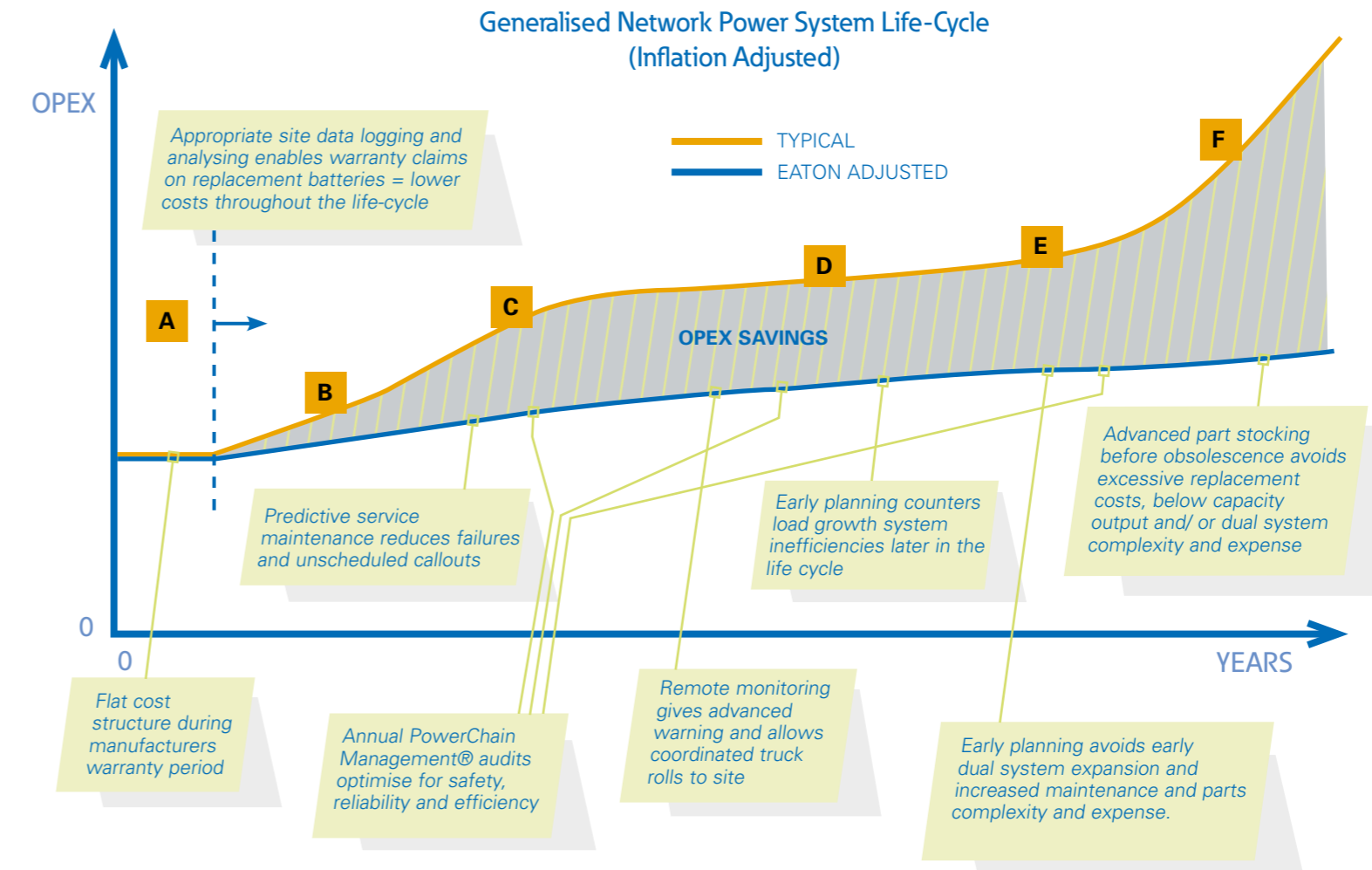


## Life-Cycle Services

Take advantage of our wide range of world-class engineering services for the long term security and lowest possible total cost of ownership (TCO) of your network's DC power system. We can supply individual service routines or a combination of services for a service plan to ensure your network power systems continue to function correctly and optimally in support of mission critical equipment.

- Eaton Secure: routine preventive maintenance** inspections and servicing for power systems and batteries.
- Eaton Remote: 24/7 critical power system monitoring service** (including battery) provides early warning notifications, as well as remote diagnostics to maximise system responsiveness and uptime. Monthly performance reports and trend analysis can be used to anticipate problems, schedule maintenance and optimise system performance.
- Eaton Response: emergency coverage and guaranteed response times** can be included in any service contracts based on varying grades of alarm notifications and site criticality, allowing you to 'dove-tail' your backup infrastructure such as batteries, to exactly meet your needs.
- Eaton Parts: spare parts coverage** (including batteries) can be included for all DC systems.
- Eaton Audit: annual PowerChain Management® audit service** ensures proper site practices and systems operation for overall safety, system and battery reliability and energy saving efficiency.
- Eaton Extend:** Extended warranty service
- Eaton Support:** 24-hour technical phone support
- Eaton Upgrade: system capacity upgrade servicing** includes design, installation and commissioning.
- Other Specialised Services**
  - Eaton Consult: advanced life-cycle planning** expertise includes critical power system design with a whole-life cost of ownership perspective to help avoid pitfalls that can limit the useful life, long term reliability/ availability and efficiency of a power system. Optimising your investment with network characteristics that best suit your organisation's long term goals.
  - Eaton Project Management Services:** can provide complete coordination and control of multiple vendors and systems integration for upgrades and new installations.
  - Eaton Training:** provides a comprehensive range of courses designed for in-house service technicians giving the right level of product knowledge with practical and hands-on demonstrations. Courses can be arranged at an Eaton location or at a customer's site.

## Eaton's Life-Cycle Services can significantly reduce OPEX throughout the power system life-cycle



### Typical Life-Cycle Curve Variance

- A** Warranty period = flat short term cost structure
- B – E** Factors influencing network cost of ownership include out of warranty component and battery failure repairs and replacements, uncoordinated site visits (truck rolls) and emergency call outs, load growth effects on system efficiency, power expansion with dual systems and increased maintenance and repair complexity and cost, and scheduled service maintenance.
- F** Scarcity of spare parts and obsolescence increasingly impacting on time and cost to source parts and/or repair, and system efficiency.

Early planning of a network power system is critical for minimising the total cost of ownership (TCO) over its full life-cycle. See 'Eaton Consult'

## With Eaton's global capabilities, local presence and years of experience, you're not alone when it comes to service support.

**Eaton Corporation** is a global, diversified power management company spanning the electrical, automotive, truck, aerospace and hydraulics industries. With 2008 sales of US\$15.4 billion and approximately 75,000 employees, we serve the needs of our customers in over 150 countries. Eaton's electrical business is a global leader in electrical power quality, distribution, and control products and services.

**A Global Presence** means you're never alone, giving you local support with local knowledge to back it up. You're never alone when it comes to the technical support you need either. Eaton's local sales and service support presence connects our global in-house solutions resources to your local requirements.

**Our Experience** and leadership in the electrical industry spans all major industry sectors and includes 40+ years of design, manufacture and servicing of secure DC power systems. This depth of knowledge makes us a great choice for servicing your secure critical-power systems – new and old.

**Engineering Services and Support** are comprehensive. From early planning and design to customised maintenance contracts, repairs, upgrades and other specialised services. Fully qualified, local service engineers and technicians ensure that we deliver to the highest quality service standards.



## Pre-Commissioning Services

Eaton provides expert pre-commissioning services for secure power network infrastructure, from planning upgrades and/ or new builds, to fully commissioned installations.

We also provide integration services in most countries, for original equipment manufacturers and network and data centre operators. Eaton has the skills and facilities to integrate any type of telecommunication and data equipment, with an appropriate power system and batteries.

- Planning & design
- Site survey
- Site construction
- Installation
- Testing and integration
- Turnkey solutions
- New builds
- Upgrades
- OEMs and operators equipment integration
- Commissioning