



EATON

NSK Corporation **Relies** on Eaton
UPS Service Plan to Ensure High
Availability for Its Business

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World-class service helps ensure uptime for world-wide operation



With specialized uniforms, tools and training, Eaton CSEs are always prepared

There's no denying that downtime would be disastrous for NSK Corporation, a subsidiary of NSK Limited in Japan and an industry leader in the marketing, design and manufacture of anti-friction ball and roller bearings, precision machinery and parts, and automotive products. Headquartered in Ann Arbor, Mich., NSK Corporation boasts a worldwide network of modern manufacturing facilities and distribution centers that are linked by an elaborate computer network, which enables the company to offer fast service and delivery to customers with 7x24x365 availability.

"Downtime for us would be a very critical situation," reveals Ramont Watkins, lead computer operator at the Ann Arbor facility. Because NSK is a multi-national corporation with locations across the world, "If we lose power here, we end up taking people offline in places like Japan," Watkins explains. "Our ability

to communicate with them, and exchange orders, would cease."

Driven by a desire to prevent disruption to its business operations, NSK Corporation assembled a progressive plan to eliminate the catastrophic effects of blackouts. The plan included deploying a solid power protection solution, most notably attaching two Eaton® 9355 uninterruptible power systems (UPS) to the company's mainframe. The integrity of the solution was tested just last week, when a blackout caused NSK to instantly lose all power to its headquarters facility.

"The other side of the building was totally black," Watkins reports. "But with our UPSs and backup generator, we experienced no impact at all to our production or operations."

Purchased two years ago, NSK's duo of Eaton UPSs is kept in tip-top shape thanks to a service plan from Eaton Corporation, which includes regularly scheduled

Industry:
Manufacturing

Application:
Mainframe for production and operations

UPS:
Eaton 9355

Service Coverage:
Time and material (T&M)

Eaton CSE:
Dean Bennett

preventive maintenance calls. Performed by a highly trained Eaton customer service engineer (CSE), the UPS checkups help maximize reliability and protect NSK's investment.

"We need to know that our UPSs will stay up and running," Watkins explains. "Preventive maintenance allows us to cut out problems before they occur."

Overseeing all service issues for the company — from the initial startup of the UPSs to ensuring that any potential problem is promptly nipped in the bud — is Eaton CSE Dean Bennett.

"Dean is a very bright fellow," Watkins says. "He is very helpful, responsive and easy to reach. He's been just fabulous with us."

In addition to regular preventive maintenance checkups, NSK's service plan includes Eaton's eNotify Remote Monitoring system that features 7x24 real-time monitoring of more than 100 UPS and battery alarms. Monthly monitoring reports, which provide a summary of the UPS's top performance and environmental parameters, are emailed to help users track recent UPS and battery events.

The monthly report is one of the aspects Watkins values most about his service plan, although initially, the beneficial feature prompted a moment of panic at NSK headquarters.

"The first time an email was sent, I was off for the day," Watkins recalls, noting that the update was received by another employee. "He

panicked and called me right away, because he thought something was wrong with the UPS," he continues. "So I called Dean and he just rattled off everything I needed to know. I had never received such great service before!"

Bennett earned even greater respect from Watkins when the CSE was performing a routine preventive maintenance inspection on the 9355 UPSs.

"I had a new supervisor who came in during the service call and was interested in hearing about all kinds of things related to the UPS," Watkins explains.

Noting that Bennett patiently and thoroughly answered every question tendered by his supervisor, Watkins says, "He explained every facet to him. Dean doesn't talk over your head and he can break anything down into layman's terms."



Eaton CSEs are skilled at explaining issues related to UPS service

On the other hand, when more technical information is required, Bennett is equally happy to accommodate. For example, after NSK recently launched a “green” energy conservation initiative, Watkins was asked to provide details on the acid contained in the UPS batteries.

“I called Dean and in 10 minutes, he’d faxed me over comprehensive information on the subject — like 5 or 6 pages!” he recalls. “When I gave all of it to our ‘green team,’ they were bowled over!”

Receiving such an exemplary level of service is not an easy commodity to come by in this day and age, Watkins acknowledges. Having called upon subcontractors to perform UPS service in the past, the computer operator describes the experience as not very informative and difficult to document.

“With Eaton and Dean, I don’t have that problem,” Watkins notes. “When I first met Dean, I told him what I needed, how I wanted it, and how it should be. And that’s exactly how it’s been.”

Not surprisingly, when it came to selecting a maintenance plan to complement his Eaton UPS purchase, Watkins also knew exactly what he wanted.

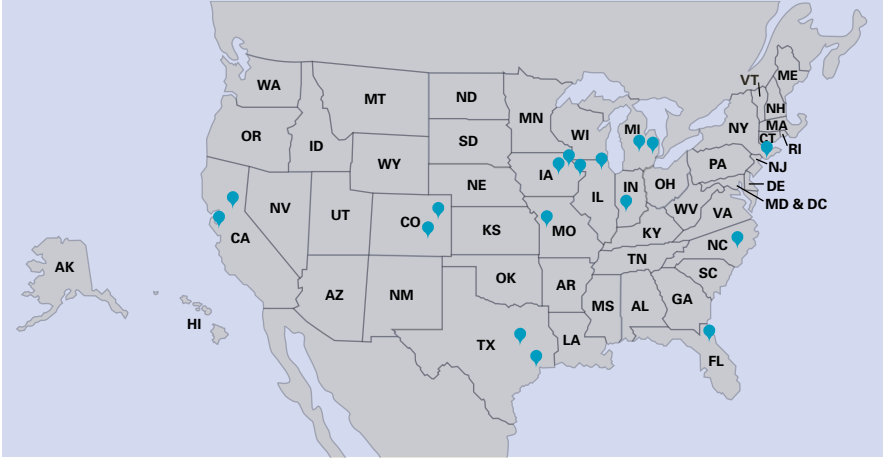
“My goal was to find a solution that was reliable, dependable, offered service 7x24 and had no single point of failure,” he says. “And the only one I found who met all of my criteria was Eaton.”

Having owned Exide Electronics and Powerware UPS solutions for many years — brands that were subsequently rolled into the Eaton product line — Watkins was familiar with Eaton’s strong reputation. Following extensive research on various service providers, Watkins’ choice was obvious.

“It became clear that Eaton was the one I needed to have again,” he says.

And that choice has so far resulted in nothing but positive consequences for NSK, according to Watkins. “Dean has a little gleam in his eye when he talks about UPSs,” he shares, noting that he is constantly impressed by the service technician’s knowledge and expertise. “Everything I’ve tried to stump him on, he’s aced,” Watkins says with a laugh.

To read more customer testimonials about our network of CSEs, please visit www.powerware.com/UPSservices.



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