



EATON

With Eaton, SEB Group Finds UPS Service They Can **Really Bank On**

BUSINESS

“Of all the companies that I deal with, this is one of the best organizations I have ever come across,” Ferguson says of Eaton. “I feel like a part of the family, and I’ve never felt anything like that from another company.”

Financial organization cashes in on expertise of Eaton customer service technician



Eaton CSEs are very flexible in scheduling UPS startup times

If power were ever to go down at the New York branch of SEB Group's Merchant Banking, business would — literally — stop on a dime.

"We wouldn't be able to run our critical systems. We couldn't do trading," explains Ed Ferguson, assistant treasurer of the branch. "We are a global operation, and this would greatly affect our U.S. operations."

Fortunately, the North European financial organization — which serves some 400,000 corporate institutions and 5 million private customers in 20 countries around the world — knows that it pays to be protected. With a Powerware® Plus 80 uninterruptible power system (UPS) from Eaton® safeguarding the critical systems at the New York branch, SEB Group has successfully weathered some tough storms, including the August 14, 2003 blackout that took down power throughout much of the city.

"It did a great job! It really came in handy," Ferguson says of the UPS, noting that the unit kept the branch up and running during the devastating power outage. "It has been very reliable."

Ferguson attributes the ongoing dependability of the UPS in large part to a preventive maintenance contract from Eaton, which helps ensure that the solution continues to operate to its optimum potential. Not only has the ProActive Service Plan been a sound investment for the bank, but the professionalism and expertise demonstrated by Eaton's customer service engineers (CSE) has always been right on the money, according to Ferguson.

"They are all really good people, and they do a great job," he says. "I have never had a problem with any Eaton CSE."

Pointing out the exceptional quality of work executed

Industry:
Banking/
finance

Application:
Critical
network
infrastructure

UPS:
Powerware
Plus 80

**Service
Coverage:**
ProActive
Service Plan

Eaton CSE:
Anthony
McPhall

by CSE Anthony McPhall, who has been performing the majority of preventive maintenance (PM) service on the bank's UPS for the past two years, Ferguson applauds the technician's excellent communication skills.

"He always calls ahead of time to schedule a PM and is very accommodating to work around my schedule," says Ferguson, explaining that the bank's UPS maintenance must be completed primarily on weekends or after hours.

Extensive product knowledge is another key benefit to McPhall's level of service, says Ferguson. "He really knows what he's doing, and he always gives me all the information that I need," he explains. "He is very dedicated to his job and takes it very seriously. Anthony does his work and as a result, I can get back to what I need to be doing."

As part of its ProActive Service Contract with Eaton, SE Group receives semi-annual PM calls, during which the Powerware Plus 80 is thoroughly tested and inspected. McPhall performs a variety of measures, including calibrating all metering and protective features; conducting functional tests on all transfer conditions; inspecting the online performance of equipment with the load; installing any new system upgrades; reviewing alarm states, history and upgrade status; examining the interfaces to other powertrain equipment; and completing a visual check on the batteries and battery environment. At the conclusion

of each PM, Ferguson is provided a written evaluation and historical record of equipment performance.

Perhaps the most significant attribute that Ferguson values in McPhall is the peace of mind he experiences as a result of the CSE working on the UPS. Noting that the unit has never required any emergency service in the eight years it has been operating at the bank, Ferguson reports, "If something needs to be replaced, Anthony will let me know. I have confidence in him. I can rely on his judgment.

"It's important to me to have such a high comfort level," Ferguson adds. "I'm not an expert in the field — and with people like Anthony, I don't need to be."



With regular preventive maintenance, legacy models such as the Powerware Plus 80 can deliver top-notch performance for many years

Acknowledging that he “shopped around” when the bank sought to upgrade its previous Powerware UPS in 1999, Ferguson reveals that the decision to purchase the Plus 80 was not a difficult one.

“I don’t need any help looking bad,” he says with a laugh. “I want someone that helps me look good. That is why I have always stuck with Eaton. Eaton is the only way to go in my mind,” adds Ferguson. “I would not trust any other company.”

Not only does Ferguson feel strongly about the brand of UPS tasked with protecting the New York branch, but he is equally emphatic regarding the company selected to service the unit.

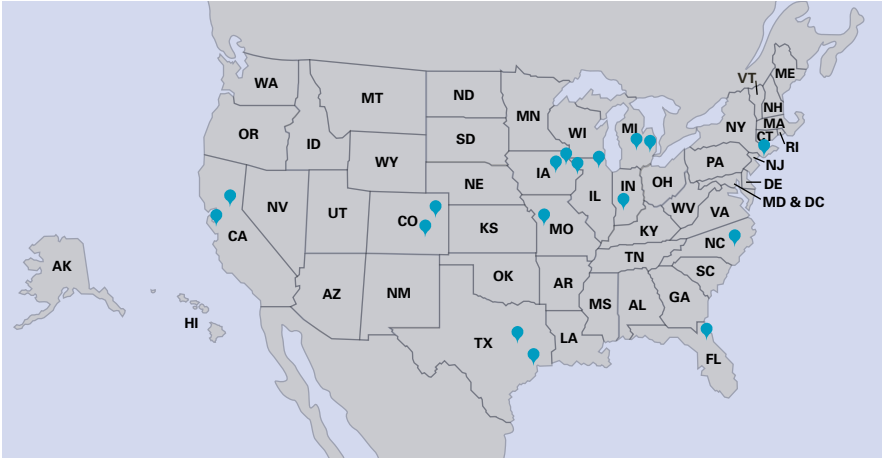
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Whether calling Eaton’s Customer Support Center or interfacing with various CSEs, Ferguson says, “The level of service has always been top-notch.” Noting that he has been a customer for more than 15 years, the bank executive adds that the company just keeps getting better with time.

“Unlike many other organizations that go through merges or changes, Eaton has just come out even stronger,” he says. “To me, they just don’t miss a beat. They just keep moving in the right direction.”

And SE Group plans to keep moving right along with Eaton. As soon as the bank’s current UPS service contract expires, it will be immediately renewed, says Ferguson, adding: “I wouldn’t have it any other way!”

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



Eaton
Electrical Group
8609 Six Forks Road
Raleigh, NC 27615
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Toll free: 1.800.843.9433
www.powerware.com/UPSservices



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