

QUALITY ENGINEERING

ViaWest | Denver, Colorado

What Constitutes a Quality Vendor?



CHALLENGE

- Multiple disappointing mission critical product performances led ViaWest to determine the “best in class” UPS manufacturer.

SOLUTION

- ViaWest thoroughly evaluated manufacturers using available public data combined with personal experience.

RESULTS

- “Customers evaluate us in terms of PUE – power utilization effectiveness – and we constantly strive to lower it. But reliability is our business, what people come to us for in the first place. With Mitsubishi, we found the convergence of lowest power consumption and highest availability.”



Todd Gale, Director of Engineering & Construction, ViaWest

OVERVIEW. Thousands of companies whose survival depends on stable IT environments rely on ViaWest’s 22 data centers and 13 network operations centers for rock-solid power delivery. In 2009, after decades of operating experience – and with a growing installed base of 100-plus UPS systems from five manufacturers –the operations team set a goal: Maximize ROI, boost reliability, and increase efficiency with a single manufacturer UPS standard for all new construction. It would be a significant decision. Hard evidence would be required.

CHALLENGE. How do you build a business case for adopting a single UPS system vendor? “We’d experienced a few incidents that shook our confidence in some of our vendors,” says ViaWest Director of Engineering and Construction Todd Gale. “We had to find something better.”

SOLUTION. “We did a comprehensive evaluation of everything on the market, based on published data and our operational experience. Even commissioned a third-party study comparing energy costs for the leading manufacturers. Based on price, performance, reliability, customer service, commitment, engineering support, senior management support... it became clear Mitsubishi was the leader. And they’ve never disappointed us.”

“Here’s one example: Right after we chose Mitsubishi, we ordered a Model 9900B for one of our Colorado data centers. Our engineers had instructions to configure the system for a standard 750 kW load-bank test. With the Mitsubishi representative standing by, we gave it 25 percent of the rated load. Watching the displays, we could see it looked good. Now up to 50 percent. Still good. Seventy-five percent, still good. A hundred percent, still good. No sweat. We were pleased — I think there were a couple of fist bumps.”

“Then the Mitsubishi rep spoke up. ‘Hold on. Something’s not right. Look at this!’”
“It took us a second to get what he meant. There it was—an error in the configuration. Instead of the rated high of 750 kW, the system had been taking 1,000 kW—a 33 percent overload. Running cool, no hot spots. It was amazing. My impression was it could’ve run that way for 10 years. Any other system would have been on fire. Now, that’s quality engineering.”



ABOUT VIAWEST

ViaWest is one of the largest privately held data center service providers in North America. They provide colocation, complex hosting, cloud, and managed services to businesses of all sizes nationwide. ViaWest owns and operates 22 enterprise class data centers in Colorado, Texas, Oregon, Utah, and Nevada, delivering high-quality, flexible solutions designed to support each customer's unique business needs.

ViaWest has achieved PCI DSS Sections 9 and 12 compliance for specific data center locations, and has also obtained a dual-standard Service Organizations Controls 1 (SOC 1) Type 2 report. The audit for this report is conducted in accordance with the Statement on Standards for Attestation Engagements No. 16 (SSAE 16) and the International Standards for Assurance Engagements No. 3402 (ISAE 3402). ViaWest has also obtained the SysTrust seal for service organizations on the Trust Services Principles and Criteria, also known as an SOC 3 report. ViaWest offers a 100-percent satisfaction guarantee as well as service level agreements for power and network availability, performance, and support response times.

Since the release of this Case Study, ViaWest was acquired by Peak 10 and the Company was re-named to Flexential. Details are posted at www.flexential.com Details are posted at www.viawest.com.

ABOUT THE PRODUCT/ 9900B UPS:

Until now, UPS topology selection for mission critical applications has been a tradeoff between availability and efficiency. Online double-conversion technology was ideal for super-reliable protection, but not as efficient as riskier offline standby designs.

Now Mitsubishi eliminates the element of compromise with the 9900B Series, a true on-line UPS system that operates at high efficiencies, with superior reliability and performance, no matter what the load.



ABOUT US:

Since 1964, Mitsubishi Electric has manufactured precision engineered, high-quality uninterruptible power supplies to protect its customers' mission critical equipment during times of power instability.

Mitsubishi Electric leads the industry in designing and manufacturing reliable, environmentally-friendly UPS systems to extend uptime, prevent data loss, and protect against power surges. The CPS Division offers systems in both single and multi-module configurations in a broad range of kVA capacities.



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