

# THE FIRST LINE OF DEFENSE

San Diego, California

## A “Bulletproof” Critical Infrastructure



### CHALLENGE

As a small facility management team left extremely vulnerable due to a lack of preventative maintenance, it became clear that the client needed a responsive service provider and a reliable UPS to support a “set it and forget it” approach, allowing them to focus on other operational responsibilities.

### SOLUTION

To ensure their critical operations are fully protected, the client turned to CPT for a reliable Mitsubishi UPS and a dependable service partner, a relationship that has since “totally changed [their] service world.”

### RESULTS

With multiple Mitsubishi systems that are “pretty much bulletproof” and a strong relationship with CPT that’s “like a family,” the client is achieving maximum uptime, ensuring they maintain their customers’ strict schedules, data, and testing results.

**OVERVIEW.** As a global company that specializes in creating innovative solutions in aerospace, defense and security, our client’s critical infrastructure involves ensuring that testing and development stays secure and meets their customers’ strict schedules. With rigorous operational demands on a campus run by a small facility management team, it was vital to deploy a reliable [Uninterruptible Power Supply \(UPS\)](#) system and partner with a responsive service provider.

**CHALLENGE.** When a competitor did not offer service contracts conducive to the client’s needs, they elected to forego a preventative maintenance agreement altogether. Though they were aware of the risks of not having regular maintenance, it took some adverse events to justify making the proper changes and getting a maintenance program in place. Once, they were completely unaware their UPS batteries were dead until they experienced a major power outage. There have been other instances where the client was burned – literally.

Not only did the client experience their AC going out and cooking their batteries, but a competitor’s UPS caught fire at a remote location, with no efficient way to alert the facility team of the issue. For the customer, losing power amid their clients’ testing and development means that all information and progress could get completely wiped out. As a result, the customer is held liable for the negative effects on their clients’ schedules. The facility team soon realized that they needed a responsive service provider and a more reliable UPS that could support a “set it and forget it” approach that allowed them to focus on other operational responsibilities.

**SOLUTION.** Discovered through a mutual connection, the client turned to [CPT - A Service Branch of Mitsubishi Electric](#) to find a new UPS and establish regularly scheduled maintenance visits. CPT recommended a Mitsubishi Electric 9800 UPS in 2012 as Mitsubishi had the quickest availability, and the client had “heard good things” about the product. With CPT’s support and expertise, the facility then transitioned to a [9900B](#), equipped with [VRLA batteries](#) to support three test and development labs for unmanned aerial equipment and three containers for classified offices.

With two technicians local to the client’s San Diego location and pre-planned battery services, CPT’s responsive service has “totally changed our service world,” says Jim Cline, the business’s facility manager of 20+ years. “[They] keep our sanity and have met every unrealistic schedule... in our job, we need a partner like that.”

**RESULTS.** Their Mitsubishi UPSs “are pretty much bulletproof” and have been “running constantly without any issues,” says Cline. Currently, there are eight 9900B UPS and VRLA batteries efficiently and effectively maintained by CPT to ensure maximum uptime. Our client commends CPT for their constant support, referring to their relationship as “like a family,” whereas they had always felt like other competitors didn’t really care or offer the level of service that CPT does.

## ABOUT THE PRODUCT/ 9900B

As part of Mitsubishi Electric's 9900 Series of UPS, the [9900B](#) (300-750kVA) was one of the data center industry's first UPS with 3-level IGBT topology. The 9900B UPS is a true double online conversion system that operates at high efficiencies of up to 97% and achieves a superior reliability figure of 99.9995%.

Ideal for large enterprise and small-to-medium colocation, and the growing regional [edge data centers](#), the 9900B UPS is compatible with a variety of battery and DC power solutions, such as lithium ion, VRLA, (wet cell), and Pure Lead.



## 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 Critical Power Solutions Division (CPSD) offers systems in both single and multi-module configurations in a broad range of kVA capacities.



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