

# CASE STUDY SKY HIGH CUSTOMER SERVICE

**CUSTOMER:** ViaWest | Denver, Colorado

**PRODUCT:** 9900B Series UPS



## CHALLENGE

“When can we get our repair parts?”

– The competition was making no promises.

## SOLUTION

A whole new Mitsubishi 9900B 750KVA UPS System – shipped cross-country overnight.



### *Industry Context*

Even before the advent of cloud computing, the need to maintain high systems availability and protect evermore sophisticated equipment sparked the explosive growth of the data center industry. Data centers assure businesses and government agencies of security, connectivity, and regulated power without the burden of operating in-house IT facilities. According to a study by Microsoft's Christian Belady, global spending on data center construction will top \$78 billion a year by 2020. By the same year, the U.S. outlay for data center construction (today about \$15 billion a year) could reach \$18 billion.\*

ViaWest helps its customers store, manage, and secure their information, with almost half a million square feet of raised flooring across 22 data center locations. While ViaWest maintains some legacy sites based on competing UPS systems, it has adopted Mitsubishi UPS technology as the standard for new construction.

\* C Beladi. (2011, March 14). How Big is the Datacenter Construction Business? [Web log post].

Retrieved from <http://blogs.technet.com/b/msdatacenters/archive/2011/03/14/how-big-is-the-datacenter-construction-business.aspx>

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Thousands of companies whose survival depends on stable IT environments rely on ViaWest's 22 data centers and 13 network operations centers (NOCs) for rock-solid power delivery. When a critical UPS made by a Mitsubishi competitor failed at one of ViaWest's data centers in Dallas, ViaWest engineers instantly huddled with the manufacturer's rep and maintenance provider. How long would it take to send repair parts and get the UPS up and running? ViaWest's power service level agreements with leading customers were at stake, but the manufacturer couldn't commit to a delivery date.

## SOLUTION

Dave Leonard, ViaWest's SVP for Data Center Operations, had had enough. It was Thursday evening when he knew that the necessary parts could be weeks in the future. He called Mitsubishi UPS Division's General Manager and explained that he needed a complete replacement UPS right away.

By 7 a.m. Friday, a new 9900B system was leaving the Mitsubishi plant near Pittsburgh, with two drivers in the truck cab. Nineteen hours later, the UPS was in Dallas. And less than 48 hours after Leonard made his call, ViaWest had the unit unloaded, installed, tested, and online.

"It's amazing enough that the GM of a major manufacturer would be available at all hours on his cell phone," says Leonard. "But that he'd drop everything while he was at a conference, take a machine out of inventory, and put it on a truck with no more than a verbal agreement is an extraordinary example of service. We have a lot of very good suppliers, but I can't think of any other who would have made the decision so quickly and expedited it so thoroughly. Nobody else would have been even close. The moment I decided we had to replace the machine, there was no question that we'd call Mitsubishi."



*"Just a momentary power blip, and a lot of processing would have gone down for our largest customer, a cloud service provider. Mitsubishi's fast response kept the customer's comfort level sky high."*

— Dave Leonard, SVP for Data Center Operations, ViaWest



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## 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. Details are posted at [www.viawest.com](http://www.viawest.com).

## About the 9900B Series 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 the UPS Division of Mitsubishi Electric Power Products, Inc. (MEPPI)

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 MEPPI UPS Division offers systems in both single and multi-module configurations, and a broad range of kVA capacities. Visit [www.mitsubishicritical.com](http://www.mitsubishicritical.com) for more information.



[mitsubishicritical.com](http://mitsubishicritical.com)  
[UPSsales@meppi.com](mailto:UPSsales@meppi.com)  
800-887-7830  
724-772-2555  
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