

CASE STUDY: THE GOVERNMENT



Headquarters - Washington, D.C.
Fleet - Approximately 6900 UPS units
Joined CPP - Fall 2017

"It's outstanding that a relatively small company such as CoastTec can provide relief from our biggest headaches," says the Government IT senior official. Making the Government substantially more green is icing on the cake."

One of the Government's biggest IT challenges is maintaining reliable network infrastructure within the Government building itself and other affiliated facilities. Maintaining reliable power is mission critical to the Government's IT networks. Over the years, one of the Government's IT teams had amassed a fleet of approximately 6,900 APC UPS units to provide reliable power. The UPS units are essential to prevent catastrophic damage to network devices as well as always maintaining the consistent power needed for the Government's crucial functions.

There are many challenges with maintaining such a large fleet of UPS. Each unit has its own life cycle, reaction to storage and closet environments, as well as usage variability. In fact, the Government's IT leaders faced, on average, one UPS failure per day. Further, the Government's IT team had limited storage capabilities to store and properly maintain spare inventory for rapid deployment.

In early 2017, the Government conducted a search for the right company to help them properly maintain their UPS fleet efficiently and cost effectively. With their decision to implement CoastTec's Comprehensive Protection Plan (CPP), a senior Government IT official stated, "CoastTec's CPP solved a dozen headaches with one solution."

For example, the headache of a tedious purchasing process is now removed. With CoastTec's Comprehensive Protection Plan (CPP) and service credit system, the Government uses one PO which covers all APC UPS replacements throughout the year. Under the CPP, the Government simply sends an email to redeem service credits to "purchase" replacement UPS units as they are needed, eliminating the need to store and maintain spare inventory.

Traditionally, the Government had purchased a large stock of spare APC UPS units to have on hand for deployment over the course of the year. Jon Sevel, CEO of CoastTec, said "That's like stocking up on milk for an entire year. UPS units contain batteries which are perishable and will deteriorate as they sit in storage." The CoastTec UPS arrives fully charged and ready to deploy immediately.

Additionally, each CoastTec UPS is covered by a full two-year warranty. CoastTec inventories roughly 30,000 units in its expansive, state of the art Maryland facility. Replacement units are shipped in an expedited manner, directly to the Government or an affiliated location.

Once the Government receives the CoastTec UPS, they can easily ship the failed UPS back to CoastTec using the provided prepaid packaging. This process simplifies the returns and allows the Government to recycle the faulty UPS in an environmentally friendly fashion. CoastTec is an R2 and RIOS certified recycler for UPS equipment, which makes the CPP a sustainable solution for UPS fleet management.

CoastTec is the only company in the USA that is authorized and certified by Schneider Electric/APC to recondition their single-phase UPS, thus being able to provide like-new TAA compliant UPS at a fraction of the cost of NEW. The Government was able to realize significant cost savings immediately upon implementation. The CPP also streamlines the procurement process by obtaining one PO at the beginning of the year. The deployment process also creates efficiencies by utilizing email ordering. Lastly, the CPP frees up valuable storage real estate at the Government.

