

CASE STUDY: MERCY MEDICAL CENTER



Headquarters - Chesterfield, MO
Size - 23 hospitals, 400 clinics
Fleet - 4000 APC UPS units
Joined CPP - Fall 2011

For nearly 150 years, Mercy has served over 200 communities through their 400 clinic and hospital locations in the Midwest with the mission to "bring to life the healing ministry of Jesus through our compassionate care and exceptional service."

When a unit fails, Mercy simply sends us an email and we deploy a replacement unit. No need for a new PO. No scrambling. No headaches.

With over 26 hospitals and hundreds of clinics, the IT department of Mercy has a substantial fleet of UPS units to monitor. When we met with them in 2011, they expressed the problem they were currently facing:

1. They were unsure of how many units they actually had, and their models and ages. With many things on the department's to-do list, there simply wasn't enough time in the day to monitor these too. So, with no one "owning" the UPS's, monitoring them fell on the shoulders of whoever happened to be around when one failed.
2. When a unit failed, they scrambled to get a PO for either a new unit or new batteries, often leaving equipment unprotected.
3. With many remote locations, shipping units back and forth was costly and inefficient.

Without knowing what units they had, purchasing a number of batteries to have on hand, or extending warranties were not viable options. So, in fall of 2011, Mercy joined the Comprehensive Protection Plan, cutting just one PO and handing over all logistics to our team. Mercy estimated their fleet was approximately 4000 units and purchased credits based on their number of failures the previous year. With this small investment, they were able to cover their entire fleet without knowing exactly what models they had. When a unit fails, they simply send us an email and we deploy a replacement unit. No need for a new PO. No scrambling. No headaches. Because all of their units are now coming through CoastTec, the IT team at Mercy will have all unit information - age, model, warranty, location - right at their fingertips, and can use this when planning future budgets and projects.

