

CASE STUDY: SOUTHERN STATES



Headquarters - Richmond, VA
Size - 1200+ retail locations in 23 states
Fleet - BR800s, SUA1500s
(approximately 2-3 units per locations)
Joined CPP - June 2011

Since 1923 Southern States has been providing expert products, services and advice to the agricultural world. Owned by more than 300,000 farmers, the cooperative purchases, manufactures and processes feed, seed, fertilizer, farm supplies and fuel.

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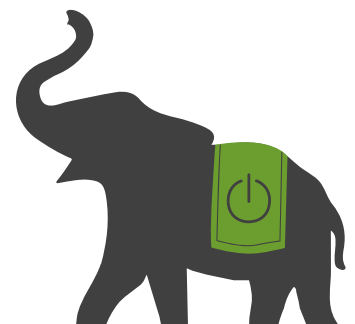
In early 2008, Southern States invested tens of thousands of dollars in new APC UPS units for all of their 1200+ retail locations. By 2011, the units had come out of warranty and started failing at a fairly high rate. **Southern States had expected the units to last five years; therefore, Jason Staples, Manager of IS Support Services, knew he wouldn't get the budget to refresh the fleet again until 2013.**

Without funds for warranty extensions or new equipment, Jason opted to replace the batteries, having stores send the failed units to his report, Steve Nelson, at HQ in Richmond and sending them back with new batteries. He quickly learned that there were three issues with this plan:

1. Sometimes just replacing the battery didn't make the unit work again.
2. Shipping units back and forth was both costly and inefficient.
3. The majority of Steve's day was spent replacing batteries, leaving little time for network support for the chain's 1200+ locations.

The answer? CoastTec's Comprehensive Protection Plan. Not only did the CPP fit in their budget but it freed up much of Steve's time. "Not having to order and keep a lot of batteries on hand has been a big help," Steve said. "(The CPP) has taken shipping and logistics from my end. I like that it only takes an email to get things going and the product is on the way. Now, I just do a follow up to make sure that the user is up and running."

Since joining the CPP in June 2011, Southern States has refreshed over 1000 units, keeping their fleet up and under warranty, and their data protected.



CASE STUDY: TOYOTA



Headquarters - Torrance, CA
Size - 36 locations across the U.S.
Fleet - Approximately 300 UPS units
Joined CPP - Fall 2012

"Working with CoastTec is more of a partnership than a transactional relationship. We all know we can call CoastTec to guide us through a solution over the phone. And customer service is consistently high. They make it so easy. There are no second-stringers at CoastTec."

– Gregory Carothers, Toyota

When Toyota Motor's Facilities Operations Manager inherited "the UPS project" in 2011, he had much to learn about their fleet which was spread throughout 36 different locations across the United States. But he did know one thing: continuous power was the foundation for seamless operations of the facilities under his governance. Unexpected, interrupted power could unhinge multiple operations at every level. What was the most effective way to manage Toyota's 300-plus UPS fleet? The close follow-up question for Toyota leaders is always, as well: what is the greenest way?

Fortunately, on a corporate level, Toyota already had identified a valuable resource that would both solve its UPS issues and positively impact global electronic waste. Toyota's Sustainability Manager recommended the new manager contact Jon Sevel, CoastTec's president, long on Toyota's radar for innovative green practices. At Toyota, green-vetting is aggressive. Toyota North America's Environment Mission states a commitment to constant innovation with respect to the planet.

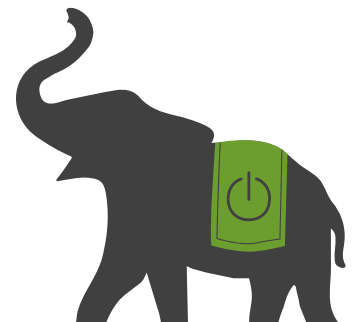
Most people naturally connect Toyota's green practices with its vehicles only. After all, the Toyota Prius was the first mass produced hybrid in the world. Prius sales alone had the effect of taking 4.8 million traditional cars off the road. Yet Toyota doesn't rest on the Prius legend, the company scours every department and outside resources for efficient operations processes to limit the waste they use and generate.

So, Toyota liked both the economic and the environmental value of CoastTec's business approach. By recycling, remanufacturing and recertifying UPS units, CoastTec offers businesses equipment at half the cost, with the same performance and warranty as brand new units. And, important to Toyota, that prevents 50,000 lbs. of usable parts per month from being discarded into landfills.

Yet, effectiveness is never compromised for the sake of the environment. In fact, Toyota signed up for CoastTec's Comprehensive Protection Plan, a flexible plan for servicing all units as needed. Under CPP, there is no costly and time-consuming upfront assessment of individual units. CoastTec addresses any unit failure immediately whenever or wherever it occurs.

For Toyota, CoastTec estimated roughly the number of UPS units likely to need servicing over the year. Next, they provided Toyota a number of "service credits" applicable to any unit at any time. With service credits established, CoastTec handles failing UPS units on an as-needed basis.

After three years, CoastTec has serviced nearly half of Toyota's 300-plus units. Each time, CoastTec files that unit's whereabouts, serial number, condition factors and age. Accumulating information will lead to a complete picture of the entire fleet, which will allow Toyota and CoastTec to anticipate issues and proactively prolong each individual unit's lifecycle. Another UPS functioning better, longer -- delaying an untimely death in a landfill.



CASE STUDY: MERCY MEDICAL CENTER



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

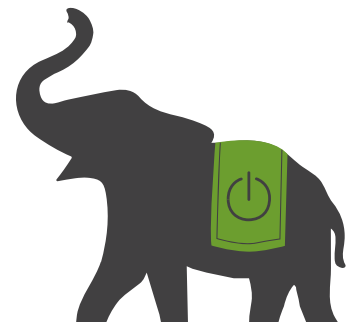
For nearly 150 years, Mercy has served over 200 communities through their 400 clinic and hospital locations in the Midwest with the mission to "bring to life the healing ministry of Jesus through our compassionate care and exceptional service."

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.



CASE STUDY: EDWARDS AIR FORCE BASE



Headquarters - California
Fleet - Over 500 UPS units
Joined CPP - Fall 2015

“Adding CoastTec made complete sense to Edwards officials. It was the easiest part of the procurement process. Teaming up with CoastTec is a win all the way around.”

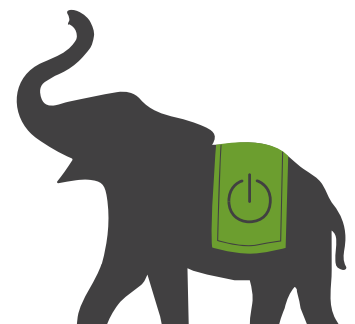
Edwards Air Force Base turned to CoastTec to support its essential work protecting our nation. Edwards plays a key role in the U.S. Air Force. On the Edwards web site, the base’s position is described as “at the cutting edge of aviation technology, developing, testing and evaluating the newest weapon systems and aircraft to ensure reliability for America’s war-fighters.” In other words, IT glitches cannot happen.

Edwards sought to refresh all equipment in its LAN closets and institute visibility for monitoring tech assets. With CoastTec’s help, the APC Partner included an essential complementary action: assessing and upgrading the base’s UPS fleet of over 500 units. Both recognized that even with optimal upgrades to large scale hardware and software, without a high-functioning UPS fleet, Edwards would be at greater vulnerability to power interruptions, data loss and equipment failures. The APC Partner tapped CoastTec, the innovative leaders in APC UPS fleet management, which enabled them to provide a comprehensive solution for Edwards’ network needs.

CoastTec will provide Edwards Air Force Base:

- Expert fleet management of APC UPS units. Proactive servicing is essential for this highly sensitive equipment. Its sensitivity allows the unit to provide a nearly instantaneous power supply when an interruption occurs.
- Assessment and charting of each unit’s lifecycle within the fleet. With the UPS portfolio incorporated into the overall IT portfolio, the network manager will have a truly complete picture of assets and servicing schedules.
- American-based manufacturing of recertified APC UPS units. With the military’s emphasis on the BAA (Buy American Act) and TAA (Trade Agreements Act) compliancy, CoastTec’s U.S.-made end products fit the bill.
- Substantial cost savings for replacement units. CoastTec’s per-unit cost is a fraction of the cost of new units with equal reliability, a significant plus for tightened military budgets.

Most importantly, the client is the big winner. An essential part of the portfolio is maintained at far less expense... providing better results and freeing more funds for upgraded hardware under the APC Partner’s contract.



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.

