

Eaton PredictPulse: Making a difference across multiple industries



Eaton PredictPulse Insight provides a cloud-based analytics service that can predict the failure of power components in data center infrastructure. It is being adopted in multiple industries. PredictPulse users on IT Central Station have described, in their reviews, how the solution helps mitigate power-related risks in the transportation, hospitality, finance and healthcare sectors.

TRANSPORTATION:

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The transportation use case for PredictPulse is comparable to those of other industries. However, with transportation, the comfort and safety of many people is on the line. At the same time, personnel can be in short supply, especially in the public sector. This is the case for Winston D., a Manager at the Los Angeles County Metropolitan Transportation Authority. He explained, “Although we have a SCADA system, we wanted a monitoring system for the UPS’s that will give us much information about their status, which would aid in quick maintenance, given the reduced manpower available.” They are also planning to install 25 Eaton 93PM UPSs in passenger stations in the county’s underground commuter rail system.

The benefit, according to Winston D, comes from reducing the people and time required to do maintenance because, as he put it, “The technical data presented in the reports save precious time. We can do less maintenance, from every three months to every six months. So we’re saving on critical manpower resources by the monitoring of the unit.” Winston D also values PredictPulse’s notification capabilities. He said, “I’m notified, anytime of the day and any day of the week. PredictPulse notifies me remotely what’s happening. That gives me proof and demonstrates that I can have confidence in knowing that this critical piece of equipment is always available for its purpose and critical use.”

Tim C., a Data Center Manager at Travelport, a retailer with over 1,000 employees, similarly found that PredictPulse “gives us the opportunity to know if we have an issue with a UPS and then it invokes the automated service ticketing system.” The benefit, as he saw it, was “We don’t really have to do anything! Eaton gets the alarm, they schedule the site visit, and they come and fix the problem.”

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FINANCE:



While safety and lives may not be on the line in financial IT, large transactions definitely are. PredictPulse users in the financial industry rely on the solution to warn them if any critical systems are going down. According to Wanda B., an Information Technology Infrastructure Manager at a small financial services firm, "It alerts me to power outages, whether it is going on and off the battery. For example, this feature came in handy last weekend when the Department of Water and Power took the power down. They said that it was for 12 hours, but it ended up being 14 hours. I could manage the readings on the batteries, ensure they weren't draining, and could see that everything was okay."

She added, "I receive monthly reports from it, so I haven't needed to logon directly in a very long time. We now have knowledge of what is going on with power fluctuations. Before, when we were offsite, we wouldn't know if the system was down or if there was a power outage. Now, I get alerts."



MULTI-TENANT DATA CENTERS:



The multi-tenant data center has distinctive, rigorous power requirements. Clients rely on data center assets being available. Indeed this availability is written into legal agreements. As Bill J., VP of Colocation Data Center Operations at H5, a data center provider, put it, "UPSs are supporting critical load for data center colocation, and that is true across our national portfolio." For him, if they do not have a UPS, and were forced to switch over to generators from the utility power, there would be outages. He explained, "Each one of our contracts with our customers has service level agreements that guarantee 100 percent power availability. It's the integrity that the UPS provides the company that allows us to lease the space that we lease for colocation customers."

Bill J added, "We use PredictPulse and the more information I can have from a predictive standpoint, the better I am at preparing my customers. When I talk about 100 percent availability, that is including any maintenance windows. Both our 'A' and our 'B' power sides are always 100 percent energized. When we do work, we transition from one system and put that load on the surviving system."



HOSPITALITY:



Uninterrupted power is important for a casino operator. This is the use case for Kevin S., a Facility Manager at a hospitality company with more than 5,000 Employees. He shared, "We use it [PredictPulse] to provide uninterrupted power to security systems, gaming systems, and surveillance systems on a gaming floor at a casino." This is necessary because, as he related, "On our casino floor, in a power outage, hundreds of games could go down and would need to be manually brought back up."

"The remote monitoring makes my job easier and makes me more productive," he further noted. "With the remote monitoring, we don't have to physically look at the piece of equipment. I could be offsite. I could be anywhere and I can see how it's operating or any issues it could be having. I can do that from my phone."



HEALTHCARE:

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Several IT Central Station members are putting PredictPulse to work in the healthcare industry. “We get a lot of lightning storms,” said Van S. “If the power would have blipped from a lightning storm, and the UPS had not been working, then it’s an immediate six-figure loss. By having the emails coming to me, it told me the issue, then I was able to get it resolved before we lost power.” In his case, they have 11 Eaton UPSs in a large facility and more in remote locations. This is helpful because, as he noted, “Nobody goes in there on a frequent basis. So, it tells me, ‘Hey, you have a problem,’ without me having to jump in the truck and ride over to the plant, checking them weekly or monthly, to see if they’re good. I get instant analysis on things.”

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For Kyla T, “A picture is worth a thousand words. The graphics are really nice if I want to give it to someone. For example, if somebody said, ‘How reliable do you find Eaton?’ I could print them those beautiful little graphics, and say, ‘Well, what do you think?’” She added, “The email is fantastic. If we just relied on using the web browser once a week on Mondays at two o’clock, then there was a generator failure or something significant on Friday, we don’t want to find out on Monday. Therefore, we get instantaneous email.”

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C. M. revealed that “PredictPulse’s 24/7 remote monitoring has helped to alleviate stress. Whenever we’ve had downtime for the hospital itself, we’ve been able to run reports and send them.” He gets reports on his phone through email, which he can send to key stakeholders such as the chief of nursing for the hospital or the CEO. “They can see if at least the CT is doing okay, and that there’s no damage to the CT unit. That has been a relief. Management has been happy with having that kind of knowledge,” he added.

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These are just a few of the industries where Eaton PredictPulse is having an impact. To learn more about what IT Central Station members have to say about their experiences with PredictPulse, visit: Eaton.com/PredictPulse