

Power Quality

# Customer Support Services

Eaton Authorized  
Power Specialists

Service Matters.

**EATON**

*Powering Business Worldwide*

# EATON



# Overview

At Eaton®, we recognize that ongoing support and quick response is vital to your business so we are building a Customer Support Services organization that understands both your requirements and your customers' needs. This powerful group of knowledgeable, dedicated and caring people is being armed with the tools to help you with everything from detailed technical questions to comprehensive specification reviews to unparalleled order management. The latest in information and telephone systems tie our professionals together in a virtually paperless environment where speed and accuracy are unmatched.

Our customer support strategy is based on three key principles:

- Availability and responsiveness
- Knowledge and solutions
- Advanced support technology

Our complete portfolio of pre- and post-sales support services ensure that you have necessary support required for your customers' installations.

Let us show you how each of the teams within Customer Support Services contribute to achieve the complete satisfaction of our customers.

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# Pre-Sales Services

# Sales Engineering Services

Technically strong with a deep understanding of UPS, ePDU® and other Eaton power quality products, the sales engineering team assists you in choosing the correct system for your customer applications.

## Primary Services

- Product capabilities assistance
- Specification review
- RFQ generation



## The Eaton Advantage

### Speed

- 95 percent of RFQ responses are handled in less than 48 hours.

### Knowledge

- Our sales engineers complete extensive training, are degreed electrical or mechanical engineers and have direct access to factory resources and engineering teams.

### Technology

- Sales engineers utilize dual-screen technology workstations that simultaneously display specifications and the configurator to improve accuracy and response time.

## Did you know?

To efficiently respond to 6,800 phone calls per month, our state-of-the-art phone system automatically recognizes your number and accesses your last five requests when you call the support center.

## Going Green

Although the building that houses the pre-sale technical support and order management teams is home to over 180 people, there are only five filing cabinets because of extensive use of paperless technologies and processes.

# Product & Contract Order Management Services

Once you have finalized your choice, our order management team not only enters your order quickly but keeps a watchful eye until the equipment arrives safely. This team also provides timely status reports and answers your questions along the way.

## Primary Services

- Pre-order questions/standard lead-time verification
- Order packet review and entry
- Order confirmation services
- Change management services
- Shipment (freight/carrier) coordination



## The Eaton Advantage

### Speed

- 95 percent of your orders are entered within 24 hours and your calls are answered in an average of 10 to 15 seconds.

### Knowledge

- We assign a dedicated order manager to you so that we can build a strong working relationship.

### Technology

- E-mail requests to your order account representative are processed through shared e-mail boxes to allow other team members to immediately step in if your primary representative is not available.

## Did you know?

This large team of Eaton personnel handles 22,500 e-mails and 2,100 phone calls per month.

## Going Green

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# Post-Sales Services

# Renewal Contract Order Management Services

Experts in service plans and contracts, this team answers the questions you and your customer may have about the variety of Eaton service options and helps select the one that is right for you. Our staff reviews and enters orders and sends timely reminders regarding expiration of contracts.

## Primary Services

- Service contract renewal pricing and selection
- Service contract renewal modifications and updates
- Service contract order review and order entry



## The Eaton Advantage

### Speed

- 95 percent of your orders are entered within 24 hours.

### Knowledge

- We assign you a dedicated service support partner so that we can build a strong working relationship and get to know you and your customers.

### Technology

- Siebel on Demand CRM provides extensive service contracts reporting and Oracle Order Management allows this team to electronically file and archive contracts documents.

## Did you know?

All Eaton customer service personnel receive intensive training in customer service through the Service Pro curriculum.

## Going Green

Oracle Order Management has improved access and eliminated over 50 filing cabinets of legacy documents.

# Field Support Scheduling Services

When a customer needs help, this organization answers the call—over 10,000 each month! Questions and issues are quickly resolved in concert with technical support or a technician is dispatched to the site. Team members specialize in single- or three-phase UPS services to improve speed and accuracy. After normal business hours, this group fields calls related to parts, batteries, service, international issues and remote UPS monitoring.

## Primary Services

- New installation start-up services
- Emergency response scheduling
- Unit modification and upgrade scheduling
- Contract and time and material support

Note: Most service contract preventive maintenance (PM) scheduling is performed by separate field-based scheduling teams within each region. Our PM schedulers contact your customers 90 days prior to the target date.



## The Eaton Advantage

### Speed

- Due to the urgent nature of service, our center operates 24x7x365 and has a 16-second average speed of answer.

### Knowledge

- Our scheduling teams partner closely with the field service organization by attending joint meetings and training events to ensure they are up to speed on all new processes and personnel.

### Technology

- We rely upon Oracle workflow management and auto escalation functionality to ensure service tickets are received promptly by field technicians.

## Did you know?

Monthly surveys show 99 percent of our customers are satisfied with scheduling service support.

## Going Green

On weekends and after hours, the scheduling organization use special desks inside our self-contained monitoring center to eliminate the need to heat and cool the entire floor, resulting in a 50 percent reduction of energy costs.

# MySupport Online Services

Whether you need answers to a product question at 3 a.m. or schedule a PM, Eaton's MySupport, an online customer support and service history web portal, provides secure, 24x7, self-service support.

## Primary Services

- Search by contract, location, model or serial number for all prior or pending service activity.
- Receive pending and confirmed PM dates via e-mail.
- Confirm and change PM dates online.
- Create service requests, search open requests and attach documents.
- Submit questions or comments for field or technical support staff by model or topic.
- Search for technical information, manuals and replacement parts and batteries.
- Personalized announcements keep you informed about the latest support news and upgrades that apply to your products.



## The Eaton Advantage

### Speed

- Quick, easy access to critical asset information.
- Rapidly create or check status of a service request or return material authorization.

### Knowledge

- Track maintenance or shipping status.
- Access to complete equipment service history, service notes and battery data.

### Technology

- Automatically links Oracle contracts module to MySupport site.
- 24x7x365 access via web browser with user-defined passwords.

## Did you know?

The Eaton MySupport website is [Eaton.com/mysupport](http://Eaton.com/mysupport).

# Remote Monitoring Services

Eaton's eNotify Remote Monitoring features 24x7x365 real-time monitoring of your UPS and battery systems by trained Eaton product technicians. With eNotify you can save money, increase power reliability and reduce downtime of your critical systems by identifying problems before they become load loss events.

## Primary Services

- Monitoring of 100+ UPS and battery operating data points and trends via eNotify Remote Monitoring software.
- Ongoing heartbeat checks ensure regular communication between the customer and Eaton's support center.
- Monthly customer monitoring report e-mailed up to six site contacts.
- Remote notification of significant alarms, run remote diagnostics and technician dispatch as needed.
- Monitoring of battery discharge, temperature and humidity levels to help prevent battery failure.



## The Eaton Advantage

### Speed

- Identify problems *before* they become load loss events.
- Remote diagnostics and field technician dispatch reduces response time.

### Knowledge

- eNotify evaluates the health of your UPS by comparing current and historical performance data with specified parameters.
- Monthly monitoring report.

### Technology

- Heartbeat-based technology maintains security.

## Did you know?

The eNotify Remote Monitoring information portal is easy to find: [Eaton.com/enotify](https://www.eaton.com/enotify).

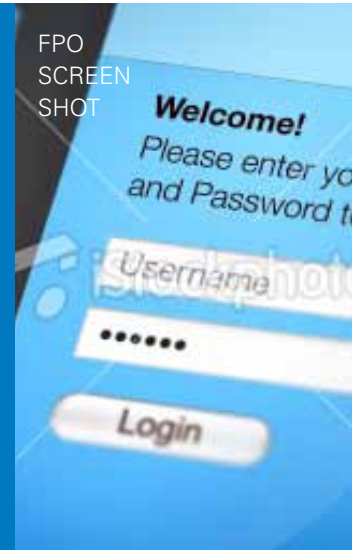
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- Create service requests, search open requests and attach documents.
- Submit questions or comments for field or technical support staff by model or topic.
- Search for technical information, manuals and replacement parts and batteries.
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FPO  
SCREEN  
SHOT



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# Battery & Parts/RMA Order Management Services

The Battery & Parts team orders batteries, schedules shipments to the field and coordinates overall installation services through a national network of technicians and vendors. The RMA Order Management Services team provides express order processing and shipment of parts and batteries to customers as well as our own field technicians. Shipments are made from a centralized warehouse with over 75,000 parts and batteries. Its proximity to the Raleigh-Durham International Airport speeds response time. The organization also uses a nationwide network of battery depot locations.

## Primary Services | Batteries

- Lead time and stock availability
- Order entry and order management
- Installation scheduling

## The Eaton Advantage | Batteries

### Speed

- Average speed of answer for calls is 20 seconds. The average elapsed time from order to completion is 20 days.
- Emergency order requests can be shipped the same day and installed the following day if needed.

### Knowledge

- Each member of our team receives extensive training and has participated in battery installations in the field.

### Technology

- Avaya phone system automatically routes calls to regionally assigned team members. Customers talk to the same person each time.
- Dual-screen technology allows us to quickly confirm orders on one screen and accurately enter them on another.

### Did you know?

The team averages 2,500 calls and enters 275 orders per month.

## Primary Services | Parts/RMA

- Spare parts and kits order processing
- Single-phase battery order processing
- Standard or emergency shipment services
- Product RMA warranty/non-warranty and repair services

## The Eaton Advantage | Parts/RMA

### Speed

- 87 percent of orders are shipped same day.

### Knowledge

- We actively support systems that are up to 20 years old, including units from legacy brands like Best Power, Deltec, Exide Electronics, International Power Machines, MGE Office Protection Systems and Powerware.

### Technology

- Dual-screen technology allows us to quickly confirm orders on one screen and accurately enter them on another.

### Did you know?

The team averages 6,000 calls and enters 3,000 orders per month.

### Going Green

The new voice over internet protocol (VoIP) phone system eliminated over 10,000 feet of copper cabling.

# Technical Support Services

Combining strong technical product expertise with in-depth industry applications experience, this organization possesses an innate ability to answer your questions and troubleshoot issues remotely. From guiding a customer through a system installation to resolving critical alarms, these seasoned industry professionals are here to help.

## Primary Services

- Installation, setup, usage and troubleshooting
- Internal field engineer support for complex installations
- Advanced application diagnostic support services



## The Eaton Advantage

### Speed

- The support staff is available 24x7 and, on average, answers your call and begins working on your question or issue in 115 seconds.

### Knowledge

- Support engineers average 11 years of experience plus continuing education in the field and classroom.

### Technology

- Our technical support engineers are armed with the latest equipment, including Dranetz PX5 disturbance analyzers, Fluke 1750/435 power quality recorders and Hioki power quality analyzers.

## Did you know?

Our support engineers are located throughout the U.S. and are in the field about 25 percent of the time to assist customers and to maintain experience with configurations and applications.

## Going Green

Strategically located close to customers and to reduce travel times and expenses, the technical support team has a reduced carbon footprint.

# Pre-Sales Support

800-356-5794

## Product & Contract Order Management Services

Phone: Menu option 1  
Fax: 800-565-3969  
E-mail: OrderEntryPowerware@eaton.com  
Hours: 8 a.m. to 7 p.m. EDT, Mon through Thu  
8 a.m. to 6 p.m. EDT, Fri

## Sales Engineering Services

Phone: Menu option 2  
Fax: 828-651-0544  
E-mail: InsideSalesEngineerUPS@eaton.com  
Hours: 8 a.m. to 7 p.m. EDT, Mon through Thu  
8 a.m. to 6 p.m. EDT, Fri

## Post-Sales Support Services

Phone: Menu option 3 or call post-sale support number 800-356-5737 (including warranty returns, technical support and scheduling support)

## Stock Returns/Exchanges (non warranty)

Phone: Menu option 4  
Fax: 619-661-7562  
E-mail: salesrma@eaton.com  
Hours: 11 a.m. to 7 p.m. EDT, Mon through Fri

# Post-Sales Support

800-356-5737

## Field Support Scheduling Services

Phone: Menu option 1  
Fax: 919-654-7145  
E-mail: SinglePhaseServiceSupport@eaton.com  
Hours: 24x7x365

## Online Field Service Scheduling Services

[www.eaton/mysupport.com](http://www.eaton/mysupport.com)

## Technical Support Services

Phone: Menu option 2  
E-mail: SinglePhaseTS@eaton.com  
Hours: 8 a.m. to 7 p.m. EDT Mon through Fri  
(After-hours calls route to 24x7 scheduling services)

## Battery & Parts/RMA Order Management Services

Phone: Menu option 3  
Fax: 919-431-6350  
E-mail: GSLCparts@eaton.com  
Hours: 8 a.m. to 5:30 p.m. EDT, Mon through Fri  
(After-hours calls route to 24x7 scheduling services)

## Batteries Order Management Services

Phone: Menu option 4  
Fax: 919-431-6220  
E-mail: batteryorder@eaton.com  
Hours: 7 a.m. to 7 p.m. EDT, Mon through Fri

## Contract Renewal Order Management Services

Phone: Menu option 5  
Fax: 800-228-1899  
E-mail: Insideservicesales@eaton.com



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