



Case Study **Insurance Company, Des Moines, IA** **Service Contract Execution**

This Insurance Company is a leader in the life insurance and retirement annuities industry within the United States. Their Des Moines, IA facility houses the company's primary data center.

Power Protection Products, Inc. (P3) and the Insurance Company have had a continuing working relationship for over 5 years. It came to P3's attention that not all of the assets within the white space at the Des Moines location were adequately covered under comprehensive continuing maintenance coverage plans with annual preventive maintenance visits being scheduled and completed as the owners thought they were. Equipment onsite included UPS units, cooling units and power management modules.

P3 took the initiative to make a contact with the facility manager, visit the location and lead a meeting that included reviewing all of the current assets listed as active and inactive on the equipment listing. P3 subsequently built a timeline in which to bring all assets onto an annually renewing maintenance coverage plan with 1 renewal date each year for all of the assets.

As a result of these efforts, the insurance company currently has in place 1 comprehensive annually renewing service contract which covers break/fix repairs with an 8 hour response time and includes annual preventive maintenance for all of the covered assets. As equipment is added or removed from the data center the single maintenance plan will include or remove these equipment changes.

P3 added value for the insurance company by being a single point of contact to handle the details of verifying serial numbers, writing up the contract and executing the entitlements for them. Now they have confidence that all their critical assets are covered by a maintenance plan. Because of the relationship and trust that has been built between P3 and the insurance company there have been additional opportunities for P3 to work with the owners on new asset purchases and software service contract renewals.

Power Protection Products, Inc. specializes in products, services and software that will enhance power quality, energy efficiency and data center optimization. The Company also provides turnkey data center solutions and power quality studies. We focus on the reliability, understanding and optimization of your critical power and cooling needs.