Operation Services by Schneider Electric: Case Study- City Of San Antonio

Introduction

This case study of City of San Antonio is based on a July 2015 survey of Schneider Electric Data Centres customers by TechValidate, a 3rd-party research service.

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> "Schneider has consistently provided exceptional services and skilled technicians to effectively manage the critical equipment (UPS and Power Conditioning systems) that sustains our data centers and related environments."
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> "I am able to focus on other 'priorities' that occur on a regular basis in managing multiple facilities, and have confidence that Schneider is capable of performing the services accurately on a consistent basis."

Challenges

- Schneider Electric's Operation Services helped them address:
  - Missed scheduled service visits
  - Recurrent equipment issues or insufficient reliability
  - Safety concerns
  - Insufficient staff on site with the technical knowledge onsite to address an issue
  - Escalating operating costs

Use Case

- Schneider Electric Operation Services purchased for their data center:
  - Managed Maintenance (Vendor Management PLUS a Schneider Electric employee is on site to oversee service visits)

Results

- Benefits from Schneider Electric's Operation Services:
  - Peace of mind in knowing that they are getting the most they can from all their service contracts
  - Confidence that their critical equipment is receiving the service it needs for optimal performance
  - Optimized energy efficiency in the data center
  - Saving time and enables my team to focus on our core competencies
  - Reduced operating expenses and reduced Total Cost of Ownership (TCO) through optimization of maintenance program
- Chose Schneider Electric because:
  - They are considered a thought leader in the data center industry with decades of experience
  - They demonstrated in-depth knowledge of industry best practices
  - Schneider, unlike many competitors considered, offers industry specific solutions for data centers
  - They offer one stop shopping for services throughout the life cycle of their data center

Organization Profile

Organization:
City of San Antonio

Organization Size:
State & Local

Industry:
Government

About Schneider Electric Data Centres

Schneider Electric delivers integrated data centre solutions that are business-wise and future-driven.

Learn More:

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Source: Ron Griego, Facilities Manager, City of San Antonio