

CASE STUDY

Critical Power Customer Service



SUMMARY

Electrical contracting client required a UPS system for a new construction project.

Supply chain issues and COVID-19 shutdowns prevented CEG from delivering the entire unit by the deadline.

SOLUTION

Comprehensive and creative customer service, including a temporary solution that allowed Diefenderfer to meet its customer's testing timeline.

INDUSTRY

Construction



Diefenderfer Electrical Contractors has been serving the Lehigh Valley Region of Pennsylvania since 1920. The company's customer list includes some of the area's finest schools, commercial, institutional, and industrial complexes. For over 20 years Diefenderfer has looked to CEG for a wide range of critical power products and support for new construction projects, retrofits, and remodels.

THE CHALLENGE

Diefenderfer was the electrical contractor for the new regional office building of a large liquid petroleum products pipeline operator. Diefenderfer looked to CEG for an Uninterruptible Power Supply (UPS) to power the company's computer room and "command center" for remote pipeline monitoring and management.

Diefenderfer needed the UPS system well in advance of the building's completion because the end user wanted to gradually migrate equipment. The company would test its servers one-by-one to ensure a seamless transition with no service interruptions.

As building construction progressed, COVID-19 shutdowns and supply chain issues were in full effect. Businesses of all sizes and industries were impacted, and CEG was no exception. Despite ordering well in advance and daily assurances from the manufacturer, we were only able to secure two-thirds of the components required for installation. The UPS itself was onsite, along with its battery cabinet. The maintenance bypass cabinet was not. As the deadline grew closer, we attempted to buy a different unit. Nothing was available, not even an inferior product.

Despite these setbacks, it was never an option to abandon Diefenderfer or push responsibility off onto the manufacturer. Instead, we got creative.



THE CEG SOLUTION

In the final hours, CEG was able to secure a compatible transformer with just the right voltage. With some creative configuring, it could temporarily take the place of the maintenance bypass cabinet. While not ideal, this would allow Diefenderfer to power up and the end user to start testing its servers.

But our white glove customer service didn't end with devising a stop-gap solution. We made sure the transformer arrived safely by personally picking it up and delivering it to the building. CEG's engineer made several site visits to ensure the temporary solution was set up and wired correctly. CEG provided Diefenderfer with this extra attention free of charge.

CEG made additional site visits when it came time for start up and commissioning of the actual finished product. We stayed in constant contact with Diefenderfer throughout the entire process – until both they and the end user were satisfied with the final solution.



Comprehensive Support & Service

Whether you're a contractor, integrator, or end user, CEG can bring tremendous value to any critical power engagement. We partner with the industry's leading manufacturers of UPS systems, as well as providers of preventative UPS and battery maintenance. Those partnerships, along with our white glove customer service, allow CEG to offer a comprehensive and competitive portfolio of power solutions for any critical environment.