

SUPPORTING A LOCAL DATA CENTER

DataBank-PIT2 | Pittsburgh, Pennsylvania

Emergency Battery Maintenance

CHALLENGE

DataBank's PIT2 facility only had a week to get emergency battery maintenance, despite such an urgent service being outside the scope of their UPS Master Service Agreement.

SOLUTION

Mitsubishi Electric efficiently coordinated the battery maintenance for PIT2's location within DataBank's tight deadline; and added a Master Service agreement for their batteries.

RESULTS

The customer remained on schedule for their product maintenance and now have a Master Service Agreement in place to ensure that their future battery maintenance is up to date.

OVERVIEW. Headquartered in Dallas, TX; [DataBank](#) provides data center solutions in more metros than any other US provider. Pittsburgh has 2 locations- [PIT1](#) and [PIT2](#). While Mitsubishi supplies both with [Uninterruptible Power Supplies \(UPS\)](#), there was a need for a speedy battery maintenance service at PIT2. PIT2's data center supports local and national businesses in industries like STEM and finance. PIT2's facility anchors DataBank's Summit Park Campus, located 15 minutes from the Pittsburgh Airport.

CHALLENGE. As a trusted data center for their clients, it is vital to DataBank that their critical infrastructure is infallible. Part of that is ensuring that they have the best UPSs as well as the proper maintenance to ensure that they run smoothly. PIT2's location, which utilizes VRLA batteries suddenly needed an emergency maintenance. The problem was that the facility needed a super quick install and Mitsubishi Electric had a week to make it happen. Logistically, this was close to impossible as the process requires multiple steps of approval before the service could be scheduled and completed. They also did not have a Master Service Agreement in place for their batteries, so this was outside of their original service contract parameters. However, this was a necessary service needed for their 4 [9900B](#) UPSs.

SOLUTION. Mitsubishi Electric efficiently and quickly coordinated the install of new VRLA batteries for PIT2's 4 9900B UPSs, in compliance with DataBank's tight deadline requirements. "It was just an email and a phone call," says Robert Pohodich, PIT2's Critical Infrastructure Engineer. "Having a relationship like that with Mitsubishi, especially when it's a critical problem and [knowing that] they're going to react to your needs... we're appreciative of [that]." This led DataBank to sign onto a Battery Maintenance Master Service Agreement.

RESULTS. Robert says that DataBank's partnership with Mitsubishi Electric is the "most reassuring thing" and that there is "never an issue- you just know they're going to be there." As a member of the data center industry, he explains that working with a vendor who can provide guidance, and who he can bounce ideas off of is very helpful. PIT2's location received the proper service their UPSs needed and now have a Master Service Agreement in place to ensure that they are consistently up to date on all their service needs, particularly to extend the life of their batteries.

ABOUT: **DATABANK**

DataBank Ltd. was founded in 2005 in downtown Dallas, Texas. As a federal depository built to withstand any event, The 96-year-old landmark building was converted into a data center during the height of the dot-com boom in 1999. Beyond architecture, the founders were cognizant of the market's growing need for a more personalized colocation solution.

Today, DataBank helps the world's largest enterprises, technology, and content providers ensure their data and applications are always on, always secure, always compliant, and ready to scale to meet the needs of the artificial intelligence era.

Their edge infrastructure platform consists of 65+ data centers located within 100 miles of more than 60% of the U.S. population, 20 major interconnect hubs that give your workloads unrestricted reach, and "HPC-ready" data centers designed to accommodate computing nodes with the most demanding air- and water-cooling requirements.

Learn more about DataBank at www.databank.com/

ABOUT SERVICE AGREEMENTS

Adding [battery maintenance](#) to a [UPS service level agreement \(SLA\)](#) helps enhance the reliability by ensuring regular inspections and preventive measures to optimize battery performance and identify potential issues before they escalate.

This proactive approach minimizes the risk of unexpected battery failures and extends the overall lifespan of the UPS system, thereby maximizing its availability and reliability.



ABOUT US

Since 1964, Mitsubishi Electric has manufactured precision engineered, high-quality [uninterruptible power supplies](#) to protect our customers' mission critical equipment during times of power instability.

Mitsubishi Electric leads the industry in designing and manufacturing reliable, environmentally-friendly UPS systems to extend uptime, prevent data loss, and protect against power surges. The Critical Power Solutions Division (CPSD) offers systems in both single and multi-module configurations in a broad range of kVA capacities.



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