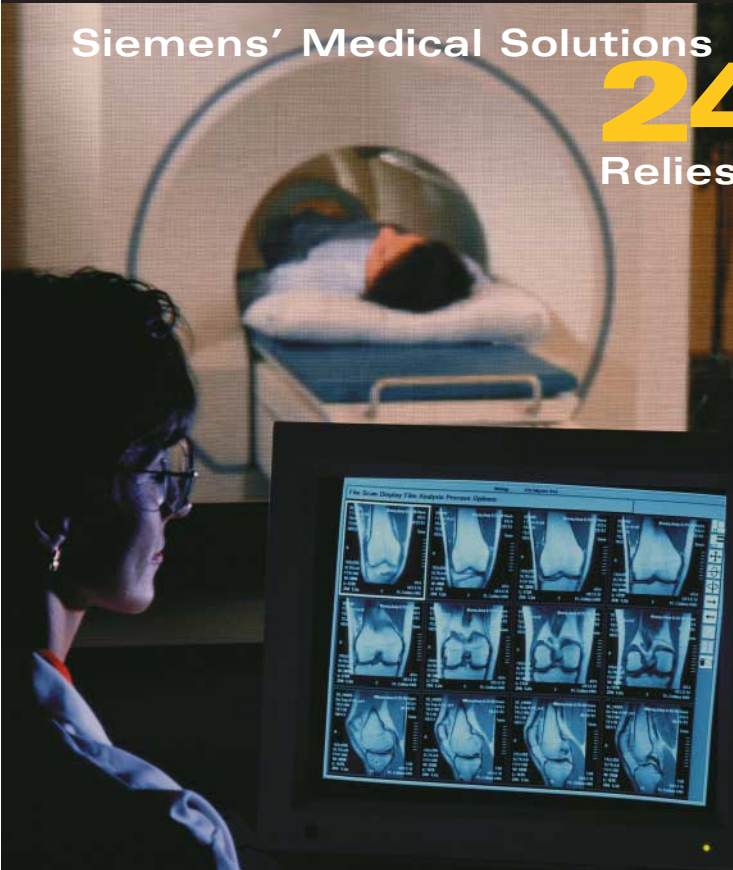


Siemens' Medical Solutions

24/7 Call Center Relies on Cat[®] for Continuous Power



management. Because of its critical service functions, power protection is a priority for Siemens. "We have a lot of very high-tech, high-speed computers that certainly would be affected by a brownout," said Dianne Kogut, Marketing Communications Specialist for Siemens. Service representatives use an extensive database system to answer customer inquiries and perform remote diagnostics. "By logging onto the system remotely, we can see live images and then check the parameters of a machine from our location to make sure everything is operating properly. If necessary, we can optimize things from here," said Kogut.

The database allows service reps to zoom in on the particular piece of equipment that is in need of service, which is essential since hospitals can have hundreds of pieces of Siemens equipment on their premises. Access to the database is imperative for fast, accurate resolution of equipment problems.

Cat Powers Critical Equipment at Siemens 24/7 UPTIME Service Center

Hospitals, clinics and healthcare workers depend on the services of Siemens Medical Solutions when problems arise with their medical imaging machines—twenty-four hours a day, seven days a week. "Any call could be critical to the safety of a patient," said Bob Verburt, Business Administrator for Siemens' award-winning call center. That's why the company chose a battery-free Cat UPS, Cat generators and a Cat Automatic Transfer Switch (ATS) to ensure continuous power for its critical operations.

Sensitive, Sophisticated Equipment Demands Reliable Power

Siemens Medical Solutions is one of the largest medical equipment manufacturers in the world. Its Cary, North Carolina service center handles calls and service issues for all of North America. Once a single-story call center, the facility recently expanded to three floors and now houses customer service, technical service, applications support, dispatch, sales, administration and executive

Meeting the Challenge of Facility Expansion and Limited Space

When Siemens expanded its facility, it could more easily accommodate staff—including 300 service representatives who answer the 400,000 customer calls Siemens receives each year. But it was also presented with a challenge: It needed more backup power to support its sophisticated systems, yet had a lack of facility space in which to store it.

"They were having trouble due to footprint issues," said Carl Tinkham, the Power Quality Specialist from Gregory Poole Power Systems, the Cat dealer Siemens worked with to solve its power protection issues. "They knew how much UPS power they needed but they didn't have anywhere to put it."

Siemens' Verburt said, "Previously, we had a UPS that was battery based. It wasn't big enough and we were constantly overpowering it." Plus, said Verburt, their critical load increased as their company grew, so they were looking for a flexible solution.

Tinkham suggested installing a battery-free Cat 300 kVA



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UPS, Cat 300 KW generator and Cat 600 amp ATS in a self-contained enclosure that could sit outside Siemens' facility. With its expandable features, the Cat solution gave Siemens a complete continuous power system that provides protection against extended power outages and rolling blackouts.

Cat Supports Critical Operations in All Environmental Conditions

The Cat solution at Siemens' service center provides backup for:

- one floor of computers and diagnostic equipment
- the phone system
- one outlet on each floor
- backup emergency lighting
- security cameras for the perimeter of the building
- parking lot lighting to protect the safety of Siemens' employees.

In addition, air conditioning is power protected on the first floor to account for extended power disturbances that might occur in the summer. "In North Carolina, if a thunderstorm comes through and it's 95 degrees, it wouldn't take long for the building to get hot," explained Verburgt. In case of an extended outage, employees could be moved into an air-conditioned spot with fully functioning computers so that customers could continue to be served.

This type of extensive backup plan is necessary for facilities like Siemens that are located in areas susceptible to violent weather. "All power lines in this region are above ground," explained Siemens' Kogut, "We may not get a hurricane, but we'll get the weather that's on the edges of it, such as rain and high winds, and this can cause problems."

With the externally housed Cat battery-free UPS, generators and ATS, Siemens has power protection well in excess of its critical load, which functions in all weather conditions regardless of temperature and environmental factors.

Flywheel Technology Delivers Convenience and 24/7 Peace of Mind

Siemens chose Cat because the flywheel technology primarily utilized in the Cat UPS is state-of-the-art and

doesn't require the inconvenience or cost of replacing batteries every three years. Plus, according to Verburgt, "...it's taking up no room at all in our facility." In the six months since installation, numerous power dips have occurred with absolutely no loss of power to Siemens' critical equipment. "We're very happy with it. We looked for a system that would meet all of our needs and this covers it."

As part of the Siemens family of companies, Siemens Medical Solutions USA manufactures medical imaging equipment for healthcare facilities throughout North America. Its recently expanded UPTIME Service Center, located in Cary, North Carolina, includes a 24/7 call center that handles 400,000 calls each year related to service, parts, contracts, and training.

Siemens' Service Organization recently received the Aunt Minnie award for top service organization for original equipment manufacturers (OEMs). It was awarded by www.auntminnie.com, a website for the medical imaging industry that gives awards based on voting by its membership of medical imaging practitioners.

For more information on the Cat UPS visit www.catups.com



The Cat solutions package is a self contained unit that sits outside the facility.

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