



ARRIS Group, Inc.

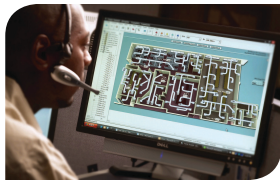
Trane central monitoring helps data center maintain 99% uptime • Suwanee, Georgia

ARRIS Group, Inc. is a global communications technology company specializing in the design and engineering of broadband networks. The 143,000 square-foot facility is home to their corporate headquarters with 3,500 square feet dedicated to their global data center. ARRIS customers demand instantaneous, consistent, and reliable access to their data warehouse. The HVAC system is mission-critical in maintaining the proper environment necessary to sustain data center operations. ARRIS requires 99% or better uptime of their data center operations in order to deliver on this commitment to their customers. HVAC system faults require immediate service response and turnaround time to meet the high standards of customer satisfaction set by ARRIS.



Project summary

ARRIS Group requires 99% or better uptime for their global data center. Trane provided a total system-integrated service solution that includes central monitoring of 69 alarm and event points that are mission-critical to delivering uptime. Trane field service technicians deliver a performance-based service agreement with custom defined performance metrics tailored to meet the specific needs of ARRIS. The HVAC system equipment includes 54 rooftop units, one air-cooled 225-ton chiller and Trane Tracer™ controls.



“Trane Central Monitoring has enabled us to maintain a 99% uptime commitment to our customers.”

Systems installed

- Trane Central Monitoring
- Performance-based service agreement
- Trane rooftop air conditioning units
- Trane air-cooled chiller
- Trane Tracer™ controls

Challenge

Uptime is crucial to the operation of a data center and the HVAC system is mission critical to maintain the necessary environment. ARRIS Group, Inc. demands 99% or better uptime in order to deliver unmatched reliability for their customers. To achieve and maintain such a high level of uptime, they require:

- Continuous monitoring of critical alarms and events
- Immediate response to HVAC system faults
- Prompt, accurate diagnosis
- Remote alarm and event remediation
- Well prepared on-site service

Solution

The Trane performance-based agreement coupled with central monitoring provides 24/7/365 monitoring and alarm routing managed with an automated, state-of-the-art system to alert the Trane remote services center staff of a critical event. Trane technical specialists respond immediately to remotely interrogate the system and perform system fault diagnostics. Trane technical specialists can remotely resolve up to 40% of alarms and events without rolling a service truck. If on-site service is needed, Trane field service technicians are well-equipped with the system knowledge needed to expedite repairs. Custom defined performance metrics are tailored to meet customer-specific needs.

Results

The ARRIS Group global data center consistently achieves 99% uptime due in large part to their partnership with Trane and the exceptional service provided by Trane remote services.

- 99% uptime delivers customer satisfaction.
- 60% reduction in operational downtime contributes to bottom line.
- 50% reduction in service truck rolls reduces operating cost.
- Seven-minute average response time speeds remediation activities.
- Thirty-nine minutes average time to resolution minimizes downtime.

Mark Manning, Facilities/Security Manager, said “The Trane Performance Based Agreement coupled with central monitoring has significantly reduced our downtime by more than 60% and cut our truck rolls in half which has improved response time and turnaround time on system repairs. With Trane central monitoring we’ve been able to maintain a 99% uptime commitment to our customers. The Trane central monitoring is a critical tool in our business process to insure we meet our business demands. With my local Trane account manager I always know I am in good hands and that tasks will be done 100% of the time.”

No matter how mission-critical your operation may be, Trane can provide innovative, total system-integrated service solutions to meet your needs.



Trane optimizes the performance of homes and buildings around the world. A business of Ingersoll Rand, the leader in creating and sustaining safe, comfortable and energy efficient environments, Trane offers a broad portfolio of advanced controls and HVAC systems, comprehensive building services, and parts. For more information, visit www.Trane.com.

