

CASE STUDY:

Using MCIM to identify and preempt systemic battery failures

The Challenge

A client was facing UPS battery failures at an unusual rate. The client's efforts to identify the problem were stymied by poor data collection and a portfolio size of more than 400 battery strings.

The Solution

MCIM (Mission Critical Information Management) by Fulcrum Collaborations identified the client's data gaps, formulating and running a program for the client and its providers to efficiently and accurately update records. By seamlessly integrating data, **MCIM** empowered the client to locate and identify the problems.

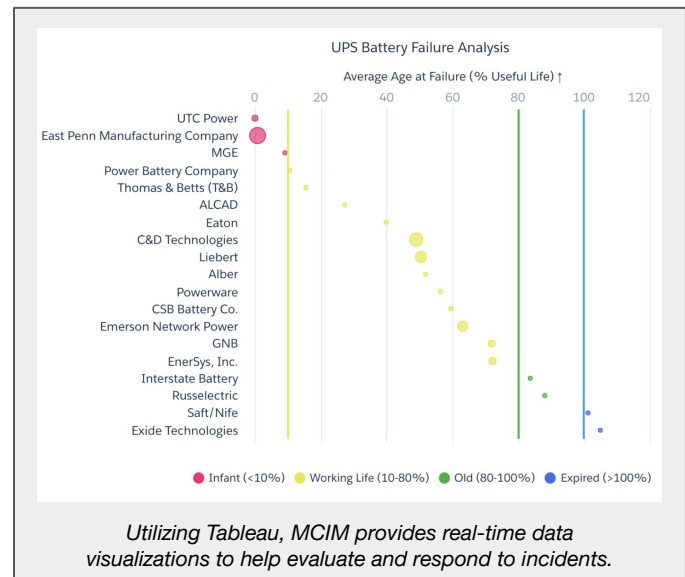
The Results

Utilizing **MCIM's Enterprise Asset Management and Incident Reporting** modules, the client was able to diagnose clusters of high UPS infant mortality that revealed:

- Suppliers selling older batteries held in storage
- Installation errors of terminal under-torquing due to cabinet design

By identifying the underlying problems, the client was able to:

- Make battery supplier decisions informed by field reliability
- Revise their commissioning policy and develop manufacturer specific installation notes
- Inform forecasting for capital planning budgets



"The tool you have here is absolutely amazing. I don't know that I've ever quite seen anything that is so malleable in terms of a software platform."

– EVP Operations, Fortune 10 Bank

Covering 30,000+ facilities, over 350 MM SQFT, across 6 continents, **MCIM** by Fulcrum Collaborations is trusted by 3 of the top 4 colos/hyperscalers, 8 of the top 10 global banks, as well as clients in cloud, technology, manufacturing, telecom, media, sports, and healthcare sectors.

See how **MCIM** can transform your business at mcim.io/demo

