

Quality Uptime Services

Data Center partners with ABM to implement UPS solution and restore site-wide uptime

When a leading Northern Virginia-based data center experienced repeated power losses during peak load periods, they turned to Quality Uptime Services (QUS) to restore high uptime rates and boost operational reliability. Together we developed and implemented a complete solution that included a multiphase UPS and battery maintenance strategy, load bank testing, and component replacements tailored to the data center's high-load environment.

CHALLENGE

Before partnering with Quality Uptime Services, the data center was in crisis mode. Preventive maintenance was inconsistent, leading to unplanned outages during peak load periods—and disrupted uptime for their clients. In one quarter alone, they suffered three critical events resulting in contractual Service Level Agreement penalties and considerable client churn.

The heart of the problem: fragmented vendor relationships for backup power systems and battery maintenance. This was no quick fix. To rebuild consistency sitewide and restore uptime reliability, they needed a true partner and an all-encompassing solution. They called on QUS.



SOLUTION

To address the urgent need and prevent possible power loss issues, QUS designed a complete solution—implemented by our factory-trained engineers with an average of over 15 years of field experience. The program included preventive and emergency UPS maintenance across all OEMs, as well as comprehensive battery maintenance and monitoring for both VRLA and Wet Cell.

To simulate high-stress power loads, we conducted extensive load bank testing—and we used infrared scanning to catch potential faults before they became problems. The QUS team handled capacitor and component replacements, established ongoing electrical studies, and self-performed switchgear maintenance. Plus, we took care of backup generator and HVAC inspections.

BENEFIT

The improvements were dramatic and immediate: Uptime was increased all the way to 99.999%. In terms of emergency preparedness, we got response times down to under 2 hours. Plus, we achieved SLA compliance for every client contract. Battery life was extended by a full 25%. And best of all, satisfaction scores for the new service model among internal stakeholders came in at 97%.

Today, the data center boasts industry-leading uptime metrics, reduced emergency maintenance costs, and a trusted partnership with an experienced critical power team. The client's infrastructure is monitored and maintained proactively, allowing them to scale with confidence.

“Consolidating UPS, battery, load banking, infrared, electrical, switchgear, generator, and HVAC maintenance under one service partner—with a national bench of factory-level trained service engineers—delivers immediate impact and results.

It's a programmatic approach that enhances operational consistency, streamlines issue resolution, and ensures greater accountability. By eliminating fragmented vendors, we reduce load failures, protect SLAs, and, most importantly, preserve client trust.”

— **Kody Pike**

VP, Operations UPS & Battery
Quality Uptime Services



99.999%
UPTIME RESTORATION



25%
EXTENDED BATTERY LIFE



2 hours
EMERGENCY RESPONSE TIME



97%
AVERAGE SATISFACTION SCORE

ABM helped a data center dramatically improve uptime and reduce emergency incidents.

Find out how we can make it possible for you by calling **866.624.1520** or visiting **ABM.com/mission-critical**.