

# FORTUNE 500

**The problems were happening on a consistent basis across all of their sites, regardless of the equipment brand.**

## **SurgeX, Surge + Diagnostic units solve Fortune 500 department store chain's equipment issues.**

### **The Problem:**

An IT manager from a Fortune 500 department store chain contacted ESP/SurgeX to help him solve recurring equipment related problems at many of their retail sites.

The IT servers at these locations, a mission-critical component to store operation, were frequently shutting down because the UPS devices they were attached to were failing. The problems were happening on a consistent basis across all of their sites, regardless of the equipment brand. Their initial reaction was to assume the UPS equipment was defective and expected the replacement would function properly. When the problem persisted they thought it could be power related and reached out to ESP/SurgeX for help.

### **The Solution:**

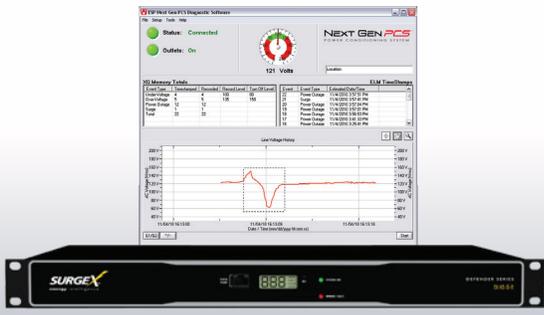
When ESP/SurgeX arrived at the first location and diagnosed the power with their intelligent diagnostic software, it was clear that poor power quality was causing the premature failure of these expensive on-line double conversion UPS units, and threatening the businesses' livelihood.

The SurgeX, Surge + Diagnostic power protection units were then placed in front of the UPS units to safeguard the UPS and server from the damaging surges, spikes, over/under voltage, EMI/RFI noise, and wiring faults.

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# ***SURGE+Diagnostic***

## **Keep your IT infrastructure** up and running 24/7



**After placing the Surge + Diagnostic units at several of the locations, the problems ceased.**

### **The Result:**

After placing the Surge + Diagnostic units at several of their locations the problem ceased. The UPS units were no longer failing at an alarming rate and their servers remained up and running 24/7. The department store chain then proceeded to purchase the SurgeX device to install at other retail locations throughout the United States.

The whole experience highlights the fact that power disturbances occur on a regular basis, and from many sources. Having a product like the SurgeX, Surge + Diagnostic to protect against, monitor, and troubleshoot these issues is the best way to protect connected equipment and avoid power issues before they cause damage.



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