

# Large Energy Company Solves Maintenance Challenges and Avoids Costly Refreshes on Vital Systems

Rising inflation's impact rippled through one of the world's largest energy companies, which serves North America. Therefore, the technology team needed to reduce expenses. One high cost -- sometimes inefficient -- item was maintaining the company's hundreds of remote, autonomous, special purpose servers that support a critical energy delivery application. Partnering with Top Gun lowered ongoing costs, reduced downtime, and enhanced maintenance practices.

The corporation relied on remote, special purchase servers to move power from its source to consumer and business customers. The devices are vital in energy delivery, but servicing them was becoming an expensive, vexing problem for several reasons:

- Personnel had to be sent to non-manned, remote locations to service the devices.
- The company was having trouble finding spare parts for customized servers
- Extended lead times on spare parts led to longer disruptive outages
- Refreshing systems were no longer an option as capital expenditure was limited

However, making a change required viewing maintenance in a new way. The energy company had relied on its main hardware vendors for service and parts. Traditional OEM maintenance is primarily focused on servicing newer, in-warranty equipment, much more so than post-warranty systems. As such, OEMs may be limited to their own supply chain, without the flexibility of leveraging alternative supply networks that specialize in N-2 or older parts and systems.

## Challenges /

- » Difficult to get replacement parts for special purpose servers
- » Devices were automatically upgraded every three years whether new systems were needed or not
- » Hard to maintain the systems because they are in areas with no support personnel

## Solutions /

- » Top Gun's supply chain has access to older parts required for customized servers
- » Field technicians are readily available to install and maintain servers in remote locations
- » Guaranteed 100% sparing precisely aligned with strict SLAs

## Results /

- » Cut service time from seven days to 24 hours
- » 20% reduction in maintenance fees
- » Saves millions of dollars by extended life of systems

**20% Savings**

**Service Time Reduced by 85.7%**

**Single Point of Contact**

## Navigating New Maintenance Strategies

As a result, the energy provider had never worked with a third-party, independent maintenance specialist, like Top Gun. As the executive team dug into the problem, the need for and benefits of a fresh approach became apparent. However, the company was cautious since the process was unknown and the systems were vital to their operation. Top Gun was able to assuage their concerns by providing a detailed analysis (TrueView) of their assets that validated a proven global supply chain for each unique component and site location.

Dealing with large companies, like this successful utility, can be challenging because they often depend on multiple managed service providers. Top Gun's ability to tailor its service delivery to seamlessly align with incumbent service providers' workflows, allowed delivery to flow frictionlessly across their partner ecosystem.

Starting with a highly managed transition process, the company is now in a new steady state of operation and has stabilized their remote special purpose servers and avoided costly refreshes.