



## ABOUT THE COMPANY

Pacific Seafood is a family-owned, Portland, Oregon based provider of seafood with 38 processing facilities along the Pacific Coast and distribution facilities in seven states. The company, founded in 1941, today employs more than 2,500 people. Through the expansion, it has maintained its strong dedication to delivering the finest seafood.

## Background

The Pacific Seafood data center, located at the company headquarters site outside of Portland, operates some 200 virtual servers connected to over 40 remote sites. The facility's electrical system powers all the critical components in the data center including servers, VMware hosts, switches, data and telecommunication systems.

In late 2017, the company experienced a potentially crippling outage. A non-Vertiv UPS had failed, relegating Pacific Seafood's IT systems to operate on unprotected power.

With customers expecting accurate, on-time response, they needed a solution fast.

## Case Summary

**Location:** Portland, Oregon

### Vertiv Solutions:

- Liebert® EXM™ 40kVA, 208V three phase UPS with scalable power, reliable battery runtime and a Maintenance Bypass Cabinet
- Vertiv Quick Configure and Delivery program
- Vertiv Services

**Critical Needs:** Acquire a high-quality UPS to replace an aging unit while minimizing disruption. Provide clean, protected power to Pacific Seafood's IT operations while ensuring a path for future growth.

### Results:

- Quickly ordered, delivered and installed failed UPS within four days, restoring IT operations.
- Vertiv coordinated the installation and completed the UPS start-up ahead of schedule within a demanding timeline.
- Delighted the customer who expressed their gratitude to the entire team for responding fast with an excellent, economical solution.



*“Thanks to the Liebert® EXM™, the Quick Configure and Delivery Program and tremendous amount of teamwork, Vertiv was able to exceed our expectations and ensure our business continuity”*

**– EVAN WIERCX**

**INFRASTRUCTURE SERVICES MANAGER AT PACIFIC SEAFOOD**

### The Situation

Pacific Seafood found themselves inside a perfect storm. They knew they were living on borrowed time with an aging UPS system that was over 10 years old. In fact, they had plans to replace it within the upcoming fiscal year. But, sometimes the best plans are thrown a curve ball. Before they could implement their strategy, a complete failure of the old UPS unit occurred, creating a need for an emergency response.

It was learned the old UPS system's inverter failed which forced the switchover onto internal bypass, resulting in raw, unprotected utility power to their critical systems. Even though there was a backup generator, running on unconditioned power put the core applications at risk. Fortunately, no complete utility outages occurred during this time. Nevertheless, they knew using unconditioned power was a threat to their operations.

Pacific Seafood needed a replacement UPS, pronto.

Evan Wiercx, Infrastructure Services Manager and Brent Glasgow, Senior System Engineer at Pacific Seafood were now on a rescue mission. They immediately began looking for a replacement. During the search, Brent reviewed information on the Liebert EXM UPS system from Vertiv. Glasgow and Wiercx wanted a new UPS system that would meet the company's needs now and into the future. They evaluated alternatives from several different manufactures and learned about the Liebert EXM UPS and the Quick Configure and Delivery Program that offered a four-day solution.

### The Solution

Pacific Seafood immediately called their IT partner CDW to initiate the ordering process. Jason Greenberg of CDW reached out to the local Vertiv office in Portland. A quote was quickly returned and submittals followed.

Surprising Brent even more, the price of the Liebert EXM was more competitive than similar units from other manufacturers they were considering. Brent was familiar with the high quality of Liebert technologies from past experiences and was delighted to learn that his company could get such a high-quality system economically.

The order, confirmed on a Wednesday, was for a 40kVA Liebert EXM UPS with integrated batteries and a slimline maintenance bypass cabinet. The configuration shipped from a rapid stock inventory in Calexico, CA. But they were not out of the woods yet.

The orchestration continued as the freight company picked up the UPS in the late afternoon and transferred it promptly to a truck headed to Portland. While in transport, Pacific Seafood's IT group prepared the site. Vertiv Services scheduled trained personnel to be there when the unit arrived for a late Saturday evening start-up.

The UPS arrived on site as planned. The electrician installed it that day and handed it over to Vertiv Services to successfully start up the UPS and turned it over to the customer late on a Saturday evening.

“Thanks to the Liebert EXM, the Quick Configure and Delivery Program and tremendous amount of teamwork, Vertiv was able to exceed our expectations and ensure our business continuity”, says Evan. From the first call to the completed startup, the whole process was accomplished in 3 days, 11 hours, including the 1,200-mile transit.

## The Results

Pacific Seafood not only survived a crucial outage, they improved the data center's power infrastructure. Using the Quick Configure and Delivery Program from Vertiv, a Liebert® EXM™ UPS with internal batteries and a Maintenance Bypass Cabinet was ordered, shipped and installed — all in the space of under four days. Now they have a dependable UPS that is efficient, scalable and includes an optimized maintenance bypass feature that will prevent the same situation from occurring again.

Brent reflected on the episode; “We found ourselves at a critical point which called for a UPS to replace a failed unit. This emergency meant having to identify, ship, install, wire and startup a new power system immediately. Vertiv and CDW had the answer for us and worked together to make it happen. We are delighted by the experience and glad to have a Liebert UPS powering our vital systems.”

## About the UPS

The Liebert EXM UPS is an award-winning product that offers a scalable platform with capacities from 10 to 250kVA. It has a unity power factor, operating efficiency of 97% in dual conversion mode, touchscreen control panel, intelligent connectivity and a host of ancillary options that can create the ideal power solution for most any application.

In addition, an exclusive LIFE™ Services offering provides 24x7 remote monitoring by an expert staff to improve availability and lower labor costs.

## About the Quick Configure and Delivery Program

This exclusive offering from Vertiv, enables the selection and delivery of smaller three-phase UPS systems in 4 days or less anywhere within the continental USA. Ask your local partner. Selections exist among various capacities, runtimes and voltages.



*Liebert EXM UPS installed at Pacific Seafood*

 <b>4 DAYS</b> Config to Delivery	<b>Quick Config and Delivery Option: Fast &amp; Easy</b> <i>Many 10-40kVA models available for delivery within the continental USA</i>
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