

**CASE STUDY OF A LEADING, PREMIER & PRESTIGIOUS
CLIENT OF SWAFE BPM Pvt. Ltd.**



EXECUTIVE SUMMARY:

Over the years, Companies have learned the language of Ns and 9s as a way of describing data center design redundancy (the Ns) and availability (the 9s). An N+1 data center, for example, has one redundant UPS system, one redundant generator and so on. A data center designed to six 9s of availability is expected to have 99.9999 percent uptime — in other words, downtime of less than 32 seconds a year.

But the Ns and 9s are only part of the story when it comes to **keeping data centers running**. Experts say many data center failures are caused by human error, not technical glitches.

Human Errors are majorly caused when it comes to poor follow up for the equipments developed some fault or some technical glitches. And the cost of simple mistakes can actually be greater in data centers designed to be most reliable.

At SWAFE, Preventing human error in its various manifestations and to follow up with the concerned vendor for the efficient functioning of equipments is a crucial responsibility. We have made it a practice that Pending Call Details be followed up regularly and to coordinate with the Client and Vendors for the efficient management of the System.

For e.g. we have followed up with the Vendors directly for the upkeep of critical equipments which were being delayed due to high occupancies of the Client at one of the critical mission data center being managed by us.

Some of the examples have been shared in the next pages:



Critical Facility Management

PENDING CALL REPORT - AMC VENDOR: INITIATED AND COMPLETED BY SWAFE

We provide Facility Management Services to a Mission Critical Data Center. Client has outsourced the AMC Part of all the equipments to other Company which was not able to follow up with the Vendors for the proper functioning and to close up the ongoing issues with the Equipments.

Synopsis of the cases is provided as below:

SR.	ISSUE DESCRIPTION	VENDOR	PENDING FROM	CLOSED DATE
1	FM 200 Gas Cylinder connection work pending.	Honeywell	13 th October 2012	10 th Jan 2013
2	In Battery room, 800 KVA UPS TWO Batteries having acid leakage problem.	APC	22 nd October 2012	24 th Jan 2013
3	2000 KVA DG ECB Panel not working properly & "B" check pending.	C.S.Diesel	23 rd Nov 2012	2 nd Feb 2013
4	At DATA CENTRE-01, 32 TR Blue star unit having Leakage problem.	Blue star	17 th Jan 2013	8 th Feb 2013
5	WLD panel, Zone - 03, Sensor wire was not working properly.	Honeywell	14 th Feb 2013	2 nd March 2013

- 1. FM 200 Gas Cylinder Connection** was pending for long. Vendor Honeywell installed the Cylinders inside the Data Center building but somehow the Infra team skipped to get it connected. Due to pending documentation work and inter-al employee change at the Client's Office this issue was ongoing from October'07. We had a meeting with the Client and offered them to get it done from our end. Permission was received and we get it done within stipulated timelines with the same charges as it would have been done from the concerned Vendor.
- 2. Acid Leakage Problem in UPS Batteries:** At one of the site being managed by SWAFE, UPS Systems were transferred from one location to the other. Client could not track the AMC of the UPS Systems and in due course of time leakage problem was detected in two of the batteries. Immediately it was informed to the Client but since AMC was not in place the Vendor expressed his inability to get the batteries rectified. SWAFE Team got the batteries replaced as we have expertise in UPS and Battery banks also.
- 3. DG B Check Pending Issue:** AMC for the DG Sets was in place but the clause related to consumables was not included in the AMC Documents. When Vendor was requested to get the B-Check done he asked for a separate indent for the consumables. It was taking a lot of time and SWAFE Team took the initiative. We called up the vendor, took the quote and forwarded it to the client for approvals. Once Approved we get the B-Check done and DG's are working fine.

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4. Similarly, Blue Star Unit developed leakage problem and Vendor deputed for AMC Part was not able to get it rectified. Issue got escalated up to the higher level and SWAFE Team was asked to get the rectification part done on his end. We followed up with the concerned Vendor and got the rectification part done.
5. Sensor wire of WLD Panel which required replacement was pending due to poor follow up of the AMC Vendor at site. We seek permission from the Client and got the work done before timelines.

Although, the above mentioned issues were to be accomplished by the AMC Vendor but since we are managing the Facility Management Part we get the issues sorted out on our own.

The overall result is that Client is handing over the AMC part to SWAFE from the start of next Financial Year.

The team is optimistic that there are more initiatives to be realized and are in the process of developing some next steps recommendations to Clients for the follow up and closing of critical equipments/works at Clients site irrespective of the fact that we have the direct AMC or not. The mission is to provide best in class facilities to our clients providing 24 * 7 uninterrupted services.