



An ERS Customer Testimonial

Ensuring Compliance: ERS Delivers Critical 5-Year Arc Flash Updates for Data Center

Facing limited internal arc flash expertise, ERS partnered with a data center operator to complete essential compliance updates, provide technical guidance, and maintain uninterrupted operations throughout the process.

Background

This data center customer was faced with an essential compliance requirement: updating their 5-year arc flash studies across all electrical systems to meet current safety standards and regulations. With limited in-house engineering resources and technical expertise specific to arc flash analysis, the customer recognized the need for external support to complete the updates accurately and efficiently. Ensuring continuous, uninterrupted operations during the project was critical to avoid service disruptions and prevent costly regulatory penalties. Given the complexity and high stakes, the company sought a knowledgeable, highly responsive partner capable of managing the arc flash study process with precision, minimal impact on operations, and full adherence to industry standards.

Company Profile

A leading data center operator, this company manages critical facilities that support hybrid multicloud networking and high-performance data centers across multiple regions. Committed to operational reliability and strict regulatory compliance, the organization depends on resilient electrical infrastructure to ensure continuous uptime and protect valuable client data.

Industry

Information Technology

Location

USA

Benefits

- Completed 5-year arc flash study updates on time and in full compliance
- Provided technical and engineering expertise to support customer
- Maintained operational uptime with minimal disruption during the project
- Established trust and credibility, setting the stage for future service partnerships

Challenge

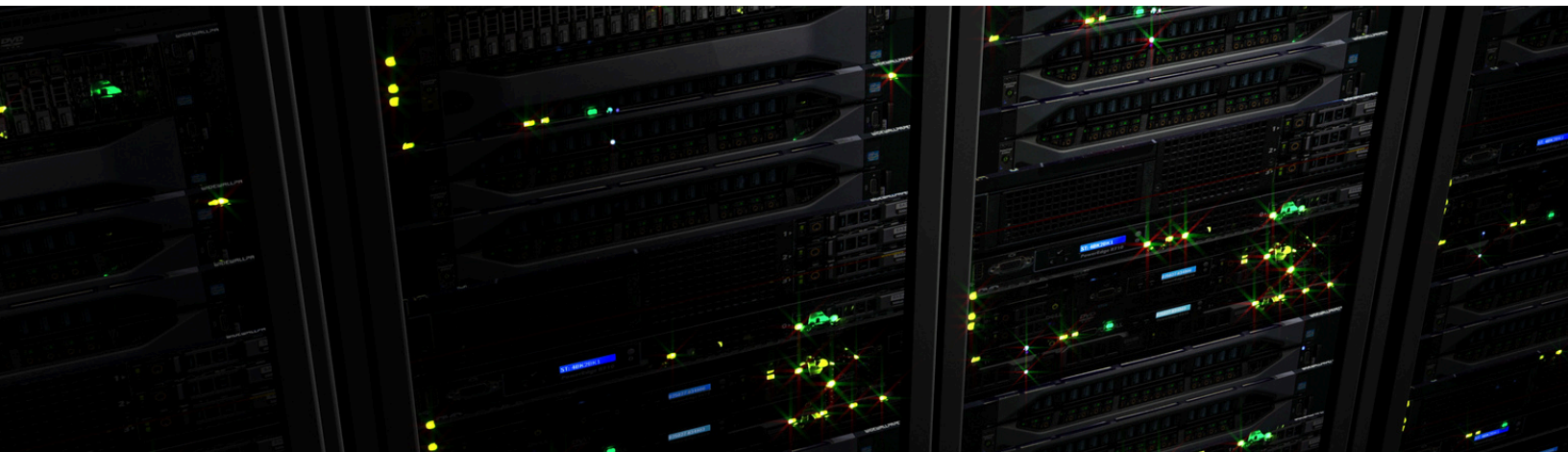
The data center customer faced a critical mandate to update their 5-year arc flash studies to remain compliant with evolving industry safety standards and regulatory requirements. Their internal teams had limited specialized knowledge and engineering expertise related to arc flash analysis, creating challenges in accurately assessing risks and preparing required documentation. Additionally, the customer needed to balance these compliance obligations with the imperative to maintain continuous operations and avoid any downtime that could impact clients relying on their data services. Managing the technical complexities of arc flash studies alongside tight deadlines and ongoing facility demands created an urgent need for a knowledgeable and responsive partner. The customer sought a solution that ensured precise compliance without disrupting the vital infrastructure supporting their business.

Solution

ERS provided a comprehensive approach tailored to the customer's unique operational and compliance needs. Leveraging deep expertise in arc flash safety and regulatory standards, the ERS team conducted detailed electrical system assessments and thoroughly updated the arc flash studies to align with the latest requirements. The project included ongoing collaboration with the customer's staff to provide technical and engineering insights, helping increase internal understanding of arc flash hazards and compliance measures. ERS maintained close coordination with facility operations to schedule work efficiently and minimize any potential impact on uptime. Throughout the engagement, clear communication ensured the customer stayed informed and confident in the progress and outcomes.

Results

- ✓ ERS completed 5-year arc flash updates on time with no disruptions
- ✓ Reports ensured compliance and reflected current infrastructure
- ✓ Provided guidance to strengthen the customer's technical knowledge
- ✓ Reinforced ERS as a trusted electrical safety partner
- ✓ Customer is better prepared for future compliance needs



ERS.vertiv.com | ERS Headquarters, 610 Executive Campus Drive, Westerville, OH, 43082, USA | 1-877-468-6384

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