

# Powering Through a Pandemic: ERS Delivers Data Center Critical UPS Upgrades Safely and On Time

*Amidst the challenges of COVID-19, ERS partnered with a Southeastern data center to replace over 800 batteries and UPS components, ensuring operational continuity while adhering to stringent safety protocols and project timelines.*

## Background

Facing critical equipment upgrades during the height of the COVID-19 pandemic, a large data center in the Southeastern U.S. was tasked with replacing more than 800 batteries, capacitors, and fans across four UPS systems, an essential effort to maintain power reliability and operational continuity. With the facility supporting mission-critical workloads, even a momentary disruption in power was not an option. The project demanded precision planning and flawless execution, all while navigating the unique challenges presented by the pandemic.

In addition to ensuring that all technicians were highly qualified and followed rigorous industry standards, the customer required strict adherence to COVID-19 safety protocols to protect both onsite staff and service personnel. Clear timelines, efficient communication, and uncompromising safety measures were paramount in ensuring the upgrade was completed on time and without incident.

## Company Profile

A leading data center located in the Southeastern United States, this facility provides mission-critical infrastructure services to enterprise clients across a range of industries. With a focus on uptime, security, and regulatory compliance, the organization operates around the clock to ensure continuous availability and performance for its customers' digital operations.

## Industry

Information Technology

## Location

Southeastern USA

## Benefits

- Reliable UPS and battery replacement ensured uninterrupted power
- Project managed on time with expert project management
- Strict COVID-19 protocols maintained throughout
- Skilled technicians delivered quality installation and testing

# Challenge

The data center was facing a critical infrastructure challenge: replacing more than 800 batteries, capacitors, and fans across four uninterruptible power supply (UPS) units. This extensive upgrade was essential to ensure continued system reliability and maintain regulatory compliance. Adding to the complexity, the project had to be executed during the height of the COVID-19 pandemic. That meant strict health and safety protocols needed to be in place and followed without compromise.

The customer required not only that the project be completed within a clearly defined timeframe, but also that all technicians involved were fully qualified and worked in accordance with the highest industry standards. Above all, the implementation of comprehensive COVID-19 safety measures was non-negotiable to protect both onsite personnel and service teams throughout the process.

# Solution

ERS collaborated closely with the data center to develop and execute a tailored solution that met the project's complexity and urgency. A customized project plan was created to align precisely with the customer's timeline and operational requirements, minimizing disruption to ongoing operations. ERS deployed a team of highly qualified technicians, each vetted for their expertise in data center services and adherence to strict industry standards.

Recognizing the heightened health concerns during the COVID-19 pandemic, ERS also implemented enhanced safety measures, including additional resources and protocols designed to meet or exceed public health guidelines. These proactive steps ensured the health and safety of all personnel involved while keeping the project on track and within scope.

# Results

- ✓ Replaced and commissioned 800+ components without issues
- ✓ Delivered a fully compliant and reliable UPS system
- ✓ Completed the project on time despite pandemic challenges
- ✓ Earned strong customer praise for execution and professionalism
- ✓ Positioned ERS for future projects with the data center



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

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