



An ERS Customer Testimonial

ERS Expands Services in Semiconductor Facility Through Phased Arc Flash Study, Maintenance Program, and Life Extension Services

ERS expanded into a new Texas market by delivering a phased arc flash study aligned to budget constraints, building trust through hands-on collaboration, and expanding into maintenance testing and relay upgrades. The engagement highlights how responsiveness and technical expertise drive long-term partnership growth.

Background

A semiconductor manufacturing facility in Texas operates a complex electrical distribution system that supports continuous, high-volume production processes. Given the sensitivity of manufacturing equipment and the critical nature of uptime, electrical reliability, arc flash safety, and system protection are essential to daily operations.

At the time of engagement, ERS did not have a dedicated local office in the area but was actively expanding its footprint in Texas. The customer had been working with a previous service provider for electrical studies; however, delays in communication and limited responsiveness created challenges in meeting project timelines and operational expectations.

A key facility contact initiated engagement with ERS through the Houston office to support an arc flash study. ERS responded quickly and met onsite in Austin, establishing direct engagement with facility stakeholders and aligning on technical requirements and project expectations. This marked the beginning of a new relationship focused on electrical safety, reliability, and long-term support.

Company Profile

A global semiconductor manufacturing company operating advanced production facilities that require high levels of electrical reliability and safety.

Industry

Semiconductor and Manufacturing

Location

Texas, USA

Benefits

- Improved electrical safety and compliance through completion of a phased arc flash study
- Gained clear visibility into electrical system risks and protection requirements
- Maintained continuous production by aligning work with limited outage and de-energization windows
- Received responsive, reliable support that improved timelines and communication
- Reduced operational risk through expanded maintenance testing and protection relay and automation controls upgrade initiatives

Challenge

The arc flash study needed to be completed within strict annual budget constraints, requiring the work to be structured in multiple phases over time. The customer required accurate, high-quality engineering results while maintaining financial control over project execution. The facility's continuous production environment created additional constraints. Limited opportunities for planned outages and de-energization windows required careful coordination to ensure that electrical system studies and field work could be completed without impacting manufacturing operations.

The customer also maintained a highly technical and detail-oriented review process, requiring full transparency into study methodology, assumptions, and execution timelines. Building trust required consistent communication and direct collaboration throughout each phase of the project. As the engagement expanded beyond the initial study into maintenance testing and relay upgrade work, additional coordination was required across multiple technical disciplines, outage schedules, and project stakeholders.

Solution

ERS delivered the arc flash study using a phased execution model aligned with the customer's annual budgeting cycle. This approach allowed the project to progress without delays while maintaining full engineering integrity and compliance with electrical safety standards. A cross-functional team of subject matter experts supported the engagement, including specialists in arc flash analysis, protection and control systems, and field-based electrical testing. This team-based approach ensured technical accuracy while providing the customer with direct access to engineering expertise throughout the project.

ERS prioritized on-site collaboration and direct communication, including in-person meetings and field engagement. This approach helped accelerate decision-making, improve transparency, and establish trust early in the relationship. As additional needs emerged, ERS expanded support into maintenance testing services and relay upgrade programs. Resources were coordinated across regions and disciplines to execute work within limited outage windows while maintaining system reliability and production continuity. ERS also supported the customer with visibility into future maintenance and reliability planning, helping align upcoming work with operational schedules and budgeting cycles.

Results

- ✓ Completed a phased arc flash study aligned with budget requirements while improving electrical safety compliance across the facility
- ✓ Gained improved visibility into electrical system risks and protection coordination, supporting safer operational decision-making
- ✓ Maintained uninterrupted production by completing critical work within limited outage and de-energization windows
- ✓ Enhanced electrical system reliability through coordinated maintenance testing and relay upgrade programs
- ✓ Strengthened long-term reliability planning with a structured, phased approach to ongoing electrical studies and maintenance activities

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