

## Benefits

- ▶ **Maximum Availability** – with true double conversion online design, the proven technology that is used for the most mission-critical applications in the world. It's unusual to find line-interactive, pseudo-online or any other kind of UPS, other than double conversion online, supporting 24/365 data centers, facilities, ISPs and major telecommunications installations.
- ▶ **Maximum Reliability** – with Powerware Hot Sync®, the award-winning, patented technology that achieves paralleling for redundancy and capacity (up to four modules) with no system-level single-point-of-failure. The preferred paralleling technology installed around the world with such major customers as E\*Trade, Colo.com, and Citibank, Powerware Hot Sync will be available in the 10-40 kVA range with the Powerware 9330\*.
- ▶ **Maximum Efficiency** – the Powerware 9330's advanced design features efficiency of up to 93%, the highest for a double conversion online UPS in this kVA range. No need to compromise reliability for efficiency with the Powerware 9330.
- ▶ **Maximum Performance** – the Powerware 9330 delivers the highest performance by using digital signal processing, true pulse-width-modulation and maximum IGBT responsiveness. This provides easy setup, drift-free operation and a pristine output.
- ▶ **Global Services** – Powerware service professionals provide round-the-clock monitoring, remote diagnostics, and on-site maintenance programs. More than just a material warranty, this is the most comprehensive service coverage available in the industry. Powerware Global Services provides you with peace of mind that potential downtime is prevented by proactive service and monitoring.

\*Available late-2001

# Service and Powerware® 9330

It is inevitable that no matter how well designed, engineered or manufactured a UPS system is, someday it will require service – as preventive service is always recommended, and in the event of an unlikely emergency repair. Powerware Corporation understands this and has built the premier service organization in the industry today, staffed with dedicated service professionals available around-the-clock to provide service and support for your UPS system.

## Experience

Built on more than 37 years of industry knowledge, Powerware Global Services has the most highly trained service engineers and the most comprehensive support infrastructure in the industry today. With nearly 200 engineers, multi-level technical support for problem escalation and resolution, and FAST response teams, Powerware is the only UPS manufacturer prepared to support your critical applications 24/365.

## Availability

Not only does Powerware Global Services provide an extensive list of service offerings that can be tailored to customer requirements, but now they GUARANTEE system availability. The Powerware UpTime Guarantee\* provides the peace-of-mind that critical applications protected by Powerware will not experience a loss of power attributed to the UPS system or its batteries.

## Prevention

The full-featured monitoring and predictive maintenance/ diagnostics capabilities of the Powerware 9330 increase overall UPS systems

availability and reliability by notifying the customer of problems before they occur. Built-in Battery Monitoring System DC Expert Plus,™ provides vital information on the health and status of the battery system, warning of potential problems before they impact system availability.

## Who cares?

The decision maker for the Powerware 9330 product will be the CIO, IT director or IT manager. They are looking for a UPS system that will deliver what their users demand – 24/365 system availability. They are typically the actual user (or management responsible for) of the UPS system -- they are the ones that are measured on its availability. They are also the ones stuck with the headaches if the UPS system fails and they can't get a qualified service engineer in to service it immediately.

The Powerware 9330 is not tied to any specific industry or application, since in this 24/365 world applications run the gamut of verticals and channels.

## Why is it important?

Service is one of the most important differentiators of Powerware from the rest of the industry. It says to our customers that we are committed to the continued support of their critical applications after the sale is done.

Many other UPS vendors say they have service but in reality they sub-out their service to third-party organizations or do not have the in-house infrastructure to back them up.

Another key differentiator between Powerware and other UPS suppliers is the fact service is not an afterthought. Our service professionals are brought in at the beginning of the product design process to ensure that the final product is quickly and easily serviceable (the dedicated service port in the front the Powerware 9330 is a perfect example of this collaboration).

#### What are the major benefits?

To our customers, the major benefits of having factory-trained, dedicated service professionals available to support their UPS systems are:

- ▶ **Availability** – not only is Powerware concerned about ensuring UPS availability, but we put our money where our mouth is –\*UpTime GUARANTEE.
- ▶ **Reliability** – with features like the full-featured monitoring and battery management system our customers are notified before a problem occurs.
- ▶ **Response** – Powerware Global Services Call Center is available 24/365 to take customer calls and dispatch service engineers when necessary.
- ▶ **Commitment** – Powerware is there to support their critical applications for the long term.

▶ **Comprehensive Service Strategy** – complete service offerings including:

- ▶ On Site Startup, Maintenance, Repairs
- ▶ Remote Monitoring Services
- ▶ New Training Classes and Course Materials
- ▶ New Service Documentation (hardcopy and electronic formats)
- ▶ Build off of the existing technical support structure

#### What is Powerware Enterprise Advantage?

The Powerware 9330 was designed as a cornerstone to providing UPS solutions with the highest reliability and availability to our customers' critical applications. By incorporating exclusive features and options like DC Expert Plus™ Built-in Battery Monitoring and Powerware Hot Sync, the Powerware 9330 sets a new standard by which acceptable solutions will be judged.

*\*UpTime Guarantee – the customer has to maintain at least the manufacturer's minimum level of service to qualify for this Guarantee – Please contact your service sales representative for more information.*

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