

## Active Power

Austin, Texas  
www.activepower.com

**Providing power solutions with 1600 flywheels globally**



- **Increased service revenue by 300% with only a 20% increase in staff.**
- **Increased calculating mean-time-to-failure tracking by 60-70%**

*“Our service area has grown from ‘a need to be’ – to a key role and profit center for our organization.”*

–Nicole Ward,  
Application Specialist



**SINGLE SOURCE SYSTEMS**

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## SM-Plus Helps Boost Active Power Service Area To Record High Profit Levels

### Business Description:

Active Power provides efficient, reliable and green critical power solutions and uninterruptible power supply (UPS) systems to enable business continuity in the event of power disturbances. Founded in 1992, Active Power's flywheel-based UPS systems protect critical operations in data centers, healthcare facilities, manufacturing plants, broadcast stations and governmental agencies in more than 40 countries. Active Power also offers CoolAir, the only solution that provides both backup power and backup cooling. Their systems are built in Austin, Texas, at a state-of-the-art, ISO 9001:2000 registered manufacturing center that includes a 7.5 MW testing facility.

### Business Goals:

Due to the extensive growth in the service area of their business not only in the US but in global markets and because of the complex make up of their products, it's imperative that Active Power have a service management solution that can accomplish several critical service objectives. Their needs stem from requiring a multi-site system that can be customized to track complex units that have a multitude of parts, to having incident functionality to capture and record information received via their customer service call center, their technicians working in the field or the vendors they contract with globally. It's essential to be able to create service repair orders (SROs) at the incident level and also schedule and dispatch technicians or vendors to install, repair, or maintain specific units- 24/7, 365 days a year as need arises is critical. They also need to closely track warranty coverages and service and preventative maintenance contracts.

### The Single Source Product:

SM-Plus has a proven record for helping service-intensive companies manage and maintain company- and customer-owned assets. It creates improved efficiencies by allowing a smooth flow of information between departments, eliminating bottlenecks in the service operation and providing for the cost-effective use of resources. SM-Plus tightly integrates to back-office financials, purchasing, inventory control, costing and management reporting. Total visibility enables managers to analyze key performance indicators and service operation metrics.

### Business Results:

With SM-Plus as their service management solution, Active Power has a highly functional service business process support system which is improving the efficiency of call taking and having an extremely positive impact on accurate data entry, scheduling and dispatch, field service, work order management, preventive maintenance, service contracts, purchasing, and costing. All of this supplies necessary information to their back office financial staff while seamlessly integrates to the existing ERP business system they have in place.

#### What's Next/Stay Tuned:

Active Power says it plans to research other enhanced capabilities SM-Plus has to offer to help it continue its success...

- Multi-Site Expansion Development
- KnowledgeBase Development

And with the use of Single Source FASview/mail Productivity Tool, back-office personnel have been able to improve accuracy and efficiency in documenting customer orders, bills of lading; shipping documents; and other information sent out. Their order entry staff as well as their sales team can view all of this information at any time – providing more effective use of time.

*“A lot of opportunity has grown from the service side of our business. In fact, there has been an increase in just the service area alone of over 30% in the last two quarters of this year and it continues to do so. There is no sign of slow down so we are ramping it up in order to meet and exceed the increasing demands of this side of our business.”*

–John Clark,  
Service Manager  
of the Americas