



# REACTIVE VS. PLANNED MAINTENANCE

— WHAT YOU NEED TO KNOW —

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ENERGY CONTROL SYSTEMS CASE STUDY

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If a critical piece of equipment goes down, what type of impact would it have on your organization?

Unexpected situations make it difficult to keep hardware in optimal condition and deliver necessary services and support. **On average, businesses suffer 14 hours of downtime every year, costing between \$90,000 and \$6.48 million per hour depending on industry factors.** This is no small price to pay to recover critical assets and resume operations.

With spring storm season in particular, lightning, heavy rain and strong winds can knock out power lines, cause surges and damage equipment. It's essential to evaluate your maintenance strategy to ensure that you can continue operating effectively in these situations. Reactive and planned maintenance both have benefits and drawbacks that businesses must consider when establishing their plans.

Let's take a closer look at the biggest things to know about reactive and planned maintenance:

## REACTIVE STANDS ON ITS OWN

Organizations following reactive maintenance practices wait until something happens, and then take action to resolve the situation on a case-by-case basis. As a result, this option doesn't require an upfront cost in hardware or services. However, reactive businesses end up paying in the end, due to data recovery, downtime and lost revenue opportunities.

Virtually every product on an assembly line could be rendered unusable if the system goes down. This is especially prevalent for manufacturers, food distributors and medical facilities, as they need proper conditions to store their goods. Improper shutdowns damage hardware, corrupts software and results in data loss. It will be difficult for any company to come back from these types of situations.

Reactive plans also don't involve service contracts, meaning that if something goes wrong, it won't be covered and will likely take longer to address. Organizations need to have the expertise and tools on hand to recover quickly. Businesses can also contact a provider for assistance, but will have to wait until contracted clients are served first.

**With all of the downsides of reactive maintenance, why are so many organizations still using this option?**

A survey of more than 450 facilities professionals found that 66 percent of them are leveraging reactive strategies for half of more of their maintenance efforts. Reactive processes are simply familiar, having been leveraged for decades. Many use it today due to budgetary restrictions, as reactive requires lower initial investment, less planning and less staff. Organizations can still take advantage of reactive maintenance for components that are easy to replace, inexpensive and will not cause collateral damage if they fail.



## A PLANNED MAINTENANCE STRATEGY HAS YOU COVERED

Whether it be contract coverage, yearly PM preventive maintenance visits, battery installations or planned repairs, choosing a planned maintenance solution can save your company money and frustration.

Teaming up with a planned maintenance provider does require upfront payments and more initial work than a reactive strategy. A vendor's expert will need to come out, perform a battery install for an uninterruptible power supply system and set up the services aligned with your contract. The provider will also need to perform preventive maintenance annually to assess your systems, requiring scheduling and planned downtime.

**The benefits of planned maintenance and contracts well outweigh their downsides.** Because of the yearly visit, your cost of failure will drop significantly. After all, it's much less expensive to schedule maintenance and repair a component before it fails. For example, shipping a battery for your uninterruptible power supply unit won't be as pricey as having to expedite the same part if the UPS system crashes. Preventive maintenance also increases the asset life span by providing the right parts at the right

time, saving costs and reducing unplanned downtime. Because this option makes machines more reliable, organizations will also boost productivity and conserve energy and resources.

As batteries age, they lose runtime capabilities, but business leaders typically don't think about this component until they need it. When a UPS is operating effectively, no one notices it, but preventive maintenance visits can identify potential issues and prevent them early on. When a UPS goes down, it can no longer support the load of your business, leaving you at the mercy of cable companies to restore power. You must ensure that your processes can shut down gracefully to prevent data losses and hardware damage. Organizations can choose from a variety of battery runtime options for their UPS system, ensuring they can continue operations for a set amount of time, or at the very least can save their information and properly turn off their machines.

## TEAM UP WITH A PROVIDER THAT DOES BOTH

At Energy Control Systems, we understand that you want options to protect your business and serve your particular resourcing needs. We are capable of supporting contracts and preventive maintenance as well as reactive maintenance strategies. We proactively share information with clients to help them avoid productivity loss and overcome emerging problems. Preventive clients receive full reports of battery voltage and recommendations to care for their systems.

We also provide a variety of options to choose from, such as supporting an old UPS solution that still works or starting up a new one. ECS professionals will come to your location annually to perform preventive maintenance on your equipment. They will discuss whether you should upgrade components now or later as well as what resource constraints your business may have. These evaluations will provide critical insight for hardware upkeep and downtime avoidance.

ECS looks to serve all clients as quickly as possible to mitigate downtime and prevent problems from hampering your business. We are an Eaton preferred provider, delivering quality UPS **(not only Eaton but several others as well)** and surge suppression solutions. Businesses can also take advantage of our 24/7 line of support, ensuring that you have service when and where you need it most.

Organizations have the tough decision of choosing what type of maintenance strategy they should go with. **By using reactive for less critical components along with planned maintenance for your essential systems, you will be able to cut costs, improve efficiency and head off danger before it impacts your business.** For more information on designing the best maintenance strategy for your organization, contact ECS today.



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