



## NetSource One

## Case Study

### The Challenge

Deliver high-availability power protection to growing consulting firm

### The Solution

The Liebert Nfinity™ UPS

### The Liebert Difference

- Product design and performance
- Responsiveness
- Service
- Local expertise

### The Partner

Computer Support Technology

## Liebert Nfinity Eliminates Power Worries For IT Consulting Firm and Integrator

### The Situation

Andy Skrzypczak, co-founder of Saginaw, Michigan-based NetSource One, and partner Tony Hages had grown the consulting firm, systems integrator and application service provider to the point where larger quarters were needed to house the growing number of employees.

They decided that the move represented an ideal opportunity to make sure their power support was the best and most reliable. System availability was critical because much of the company's business was in network monitoring and application hosting for medical practices. Doctors and staff need access to records, and practice managers demand an uninterrupted billing process.

Skrzypczak's research led him to two UPS suppliers. One was Liebert; the other was the company that made the UPSs NetSource One was currently using...and selling. He contacted both.

### The Solution

Local Liebert Rep Computer Support Technology, Inc., Troy MI, met with Skrzypczak that same week. They analyzed the needs of NetSource One and inventoried the existing and planned critical load. Computer Support Technology recommended Liebert's Nfinity UPS for the new quarters because of its redundancy and scalability. Its online double conversion technology was also compatible with the generator Skrzypczak would be installing.

NetSource One moved to its new offices within two months of the first meeting with Computer Support Technology. Three months after the Nfinity system was up and running, a representative of the "other" manufacturer returned Skrzypczak's original call for assistance.

“The performance of our Nfinity UPS system has been awesome. We’ve had no downtime. With the units from our previous supplier, we’d sometimes lose everything.”

Andy Skrzypczak,  
co-founder,  
NetSource One

## The Results

“We don’t worry about power since we installed Liebert’s Nfinity online UPS,” said Skrzypczak. “The Nfinity units give us multiple paths of redundancy. Before, we had multiple points of failure,” a reference to the discarded standby and line-interactive units that used to support servers and individual workstations.

“The performance of our Nfinity UPS system has been awesome. We’ve had no downtime. With the units from our previous supplier, we’d sometimes lose everything. The Nfinity is not only redundant, it’s smart. We had one battery module fail. The Nfinity system took it off line and notified the network manager of the problem. The Nfinity is conditioning power all the time. It doesn’t care where the power comes from — the utility, the batteries, or the generator — and switching back and forth between sources is seamless and automatic.”

Skrzypczak also had good things to say about Liebert service and support.

“A field engineer came out and got our new Nfinity system up and integrated into our network in a day. An application expert from Liebert conducted a lunch-and-learn session with our people so they can now explain UPS technologies and what that means in terms of capability to our customers. And the replacement battery module for our Nfinity arrived within 24 hours of our call to Liebert. All we had to do was slide it into place.”

Skrzypczak and his partner were sufficiently impressed by the Liebert products, service, and support that NetSource One signed up as a Liebert solutions provider. Today they are a top performer, as well as a three-phase UPS product reseller.

“About half our customers have UPS systems from the manufacturer we used to represent,” said Skrzypczak. “We tell these customers that those old units are going to die without warning and need to be replaced with Nfinity systems. They ask why. We explain it to them. They frequently respond by saying, ‘Give me two.’”



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