

CHEMICAL ABSTRACTS

PREVENTIVE MAINTENANCE AGREEMENT HELPS CLEAN UP BOTTOM LINE.

Located in Columbus, Ohio, the Chemical Abstracts data center utilizes the latest server technology to grant access to the world's largest library of publicly available information about chemicals. This requires world-class systems maintenance that guarantee uptime and access.

A division of the American Chemical Society, Chemical Abstracts' databases are curated and controlled by a worldwide team of scientists and accessed by chemical and pharmaceutical companies, universities, government organizations and patent offices around the world. The organization's stakeholders comb these databases with advanced search and analysis technologies to find current, complete, secure and interlinked digital information.

As a comprehensive library and resource for these companies, maintaining these databases is mission critical, requiring a vast server environment and the associated equipment. Since uptime is a must, having the right maintenance partner was a key objective for the organization's operations team.

"Our collaboration with Air Force One began with relationships," said John Bently, Operations Manager for Chemical Abstracts' data center. "The level of service and technological expertise we experience with Air Force One gives Chemical Abstracts a high level of confidence and comfort."

Quality service was of paramount importance to Chemical Abstracts. Air Force One specializes in maintenance for Liebert systems. During the first round of maintenance, it became clear that a number of components were not being treated properly to optimize long-term performance.

Specifically, dry coolers loops had never been chemically cleaned, and were running hot. Removing the fan guard assemblies and chemically cleaning them corrected the airflow, which alleviated the problem, enhancing performance and efficiency.

