Customer Success Utilities Industry





Company Overview:

One of the largest electric utilities in the U.S., serving nearly 5.4 million customers in 11 states. Spanning more than 40,000-mile electricity transmission network – the largest in the nation. More 765-kilovolt extra-high voltage transmission lines than all other U.S. transmission systems combined.

Approximately 26,000 megawatts of generating capacity.

Challenges

- Cooling tower on the 4th floor. Reservoirs challenging to top off.
- Hard to move 55 gal. drums.
- Client experiencing high amount of moisture contamination
- Coal Conveyor had many hard to reach lubrication points
- Lengthy Inspection times

Solutions / Products

- Provided client with a holistic solutions that included
 - fluid transport cart on 4th floor
 - breathers to keep moisture out of gears boxes
 - single point lubricators for hard to reach places
 - sight glasses for quick inspection

Benefits

- Improved Safety
- Optimized processes saving client time
- Improved reliability
- Reduced contamination