

# Delivering At Crunch Time

## Short Lead Time Project Results In Long-Term Relationship

**Blackmon Service, Inc.** is a full-service, 24/7 mechanical and electrical contractor specializing in mission critical environments in North and South Carolina. Blackmon provides contract and installation services as well as preventative maintenance and emergency services for all of the major manufacturers of mission critical HVAC and electrical protection systems. Blackmon has a workforce of highly trained technicians who are skilled at working in active mission critical environments.

Blackmon was contacted by a large data center operator about a project in North Carolina. This operator provides colocation and managed services to a who's-who roster of highly confidential clients out of an approximately 200,000 sq. ft., Tier III facility. As is the case with most colocation providers, this operator is challenged with distributing power to meet the demands of clients whose rack counts and rack electrical loads are in constant flux.

In September, the colocation provider received a contract from a large user that demanded a go-live date of December 1. The rack count called for a design that included the installation of redundant A+B 400 kW Liebert UPS units distributing power to two sets of four power distribution units (PDUs), along with the associated cooling to manage the IT load. Not unusually, the power distribution downstream of the PDUs was not included in the original scope of work.

Doug Blevins, Electrical Project Manager, and Ray LePage, Mechanical Project Manager, successfully bid the project for Blackmon Service. Shortly thereafter equipment was ordered and the detailed work of coordinating the installation of a UPS and mechanical sub-system began within the large, active data center facility. "I'll never forget the day we got the job," said Doug, "I was on a cruise when Kipp Kiger (President of Blackmon) called to share the news we had gotten the project. I knew we had to get to work to meet the deadline."

Little did Doug know that this was only the beginning.

With support from Vertiv (the parent company of Liebert) the UPS, PDU and AC unit installation went very smoothly and was close to completion in early November. Then Doug got a call from his customer. Now they needed all of the downstream power distribution installed as well. The go-live date was still December 1<sup>st</sup>.

"We asked Doug to do something in a few weeks that should have taken four months to do," laughs the customer.

The time crunch was only part of the challenge. The downstream project also called for specific cable lengths and a variety of connector types, depending on which rack was being fed. Just to make the impossible more interesting, the whips had to be specific colors.

"Then he said, 'and can you make sure those whips are red and gray?'" remembers Blevins of his conversation with the customer. "I thought, how on earth am I going to get that done?"

Enter Brett Rutherford with PDU Cables. Rutherford is the Territory Manager for this leading manufacturer of prefabricated data center power distribution cable assemblies. He took the call from Blevins and immediately quoted the long list of whips that needed to be supplied.

"There were literally hundreds of cables that needed to be installed. And I'm not kidding you, there were barrels showing up on the job site just a few days later," states Blevins.

PDU Cables ships its custom, pre-labeled cable assemblies in barrels to both organize and speed the installation of groups of racks. With product coming in, Blackmon Service was able to focus on the task of landing, terminating, and running power cables to racks. With a great deal of effort, the customer end user was able to go live on December 1<sup>st</sup> with power delivered through red and gray power cables.

### PROJECT:

**Blackmon Services, Inc.**

[www.blackmonservice.com](http://www.blackmonservice.com)

**Application: Colocation Data Center**

**Location: North Carolina**

Since then, Blackmon Service and PDU Cables have supplied and installed every whip that goes into the facility. "No one else does our electrical work," states the customer, "And why? They use the best products and provide the best service."

The customer goes on to describe a humid North Carolina night in which water starting condensing inside one of the data halls. While not an electrical issue, he called Blackmon Service's 24-hour service desk to ask for help.

"And who shows up in the wee hours but Doug Blevins, with a truck loaded with fans," states the customer. "If you have a problem, they will take care of you, even if it is the management."

Blackmon Service believes that quality service and installations, coupled with integrity and a passion for excellence, all work together to create a company-wide, customer-centric philosophy that ensures mutual success. They have also set a high level of expectations for their suppliers, and vow to never compromise those standards.

"Our suppliers know we get lots of calls from competing vendors," states Blevins, "As long as you work with me, I will work with you."

That's the spirit of Blackmon Service. Working together toward the goal of complete customer satisfaction is the way they do business.

**PDU Cables™**  
connect with us™

(866) 631.4238

[www.pducables.com](http://www.pducables.com)

[sales@pducables.com](mailto:sales@pducables.com)