

CASE STUDY



ELECTRONICS PRESERVATION: \$100 MILLION
COMPUTER SYSTEM THREATENED BY PIPE BREAK.

BACKGROUND

"It's hard to imagine \$100 million of computer equipment; but should you stand at one end of our computer center, you can barely see the other side." That's how Ted Turner, Hewlett Packard Facility Manager, described the new Atlanta operations center.

The center houses Central Processing Units and data storage systems for Hewlett Packard operations throughout the US, Canada, and South America. HP uses servers in the field to access the center. If the Atlanta facilities go down, the Hewlett Packard loses its computer capability. Beyond that, the HP Atlanta center also does networking for major companies throughout the United States. HP officials estimate that the Atlanta facility supports \$22 billion of their business!

"These customers look to HP for continuous service. They expect us to be operational . . . period," said Turner.

Above: Ted Turner walks through the mammoth Hewlett Packard computer center in Atlanta, Georgia.

THE PROBLEM

All of HP's Atlanta computer center business was jeopardized by one, four-inch water main on the building's 7th floor, when several days of single digit temperatures caused it to freeze and blow off an end plug. In just twenty-five minutes vast amounts of water poured down walls and through ceilings jeopardizing the key computer operation areas. Water was trapped under elevated floors and in cable runs. In some cases, water had "rained" from above on to the equipment.

Initially, HP had contacted a cleaning company to remove water and try to dry out the facility. But HP officials soon discovered that the cleaning company was in over its head. So, Turner — sensing that more help was needed — called on the construction company that had built the building for advice.

"I was concerned that the effects of high humidity would be ruinous to our delicate electronics. We had lost four hours of operation to the flood, but that was insignificant compared to the threat of extensive equipment failures that corrosion could result from," said Turner.



THE SOLUTION

Fortunately for Hewlett Packard, their construction company had worked with Munters MCS before, when the roof at Atlanta's Georgia Dome had been damaged by heavy rains. Having met a difficult deadline, which allowed the Atlanta Falcons to play their first home game as scheduled, Munters received a strong recommendation.

When the Munters emergency team arrived at Hewlett Packard, they were immediately made responsible for two of the three affected levels. The first goal was to establish temporary humidity control throughout the water-damaged areas to thwart any possibility of corrosion to the computer electronics. Corrosion, even microscopic corrosion to delicate electronic circuitry, can not occur if relative humidity is kept below 45%. In severely water-damaged environments, like the one created by the soaked HP building shell, MCS creates a "blanket of dry air" around the affected equipment. To do this, Munters used desiccant dehumidifiers which replace the saturated air with extremely dry air.

Large equipment was set up to work centrally, and supplemented with smaller dehumidifiers to address specific concerns. After demonstrating its expertise on two levels, Munters was asked to restore the third level, as well.

Four days after the flood, HP retained independent consultants to evaluate the vulnerability of the computers. The consultants validated that Munters "blanket of dry air" approach had stabilized the environment and taken the computers systems out of jeopardy. The equipment would not fail because of high humidity.

"Munters did a terrific job!" said Turner. "I had recovery costs of about \$120,000 of which Munters services were \$45,000. Most of our costs were in cleaning and water removal. Munters saved most of our new facilities by drying, but what was truly significant is that our computers kept operating without failures. Munters really saved us from a disaster of incalculable proportion. You can bet that they have been formally written in to all of Hewlett Packard's disaster plans!"

THE BENEFITS

When you call on Munters Moisture Control Services for post disaster drying, you have North America's largest, most experienced water damage recovery team at your disposal. Using Munters lets you benefit in many ways:

■ Economic Advantages

Drying after water damage will reduce your recovery costs by 30 to 70%. Drying saves structural elements, greatly reducing the need to rip out and replace building materials, sheet rock, and utilities.

■ Shorter Disruption

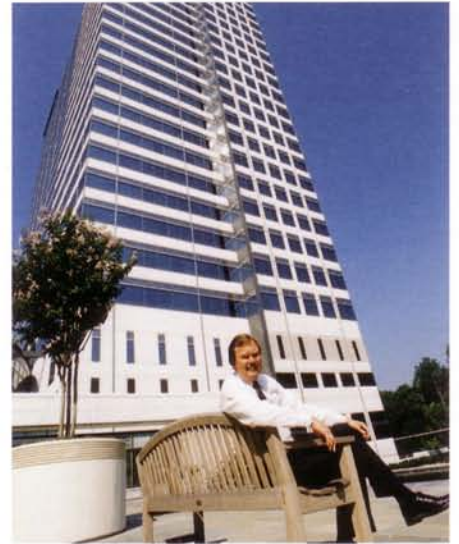
In many cases, drying can occur without vacating the property. While thorough drying of a water-damaged building may take one week or longer, many interiors are dry enough to resume use within 48-hours. The drying process can generally be managed to allow use of the facilities with only minor disruption. This eliminates the major inconvenience and significant cost of a temporary relocation.

■ Avoid Micro Biological Problems

A water-damaged building must be thoroughly dried to suppress the growth of mold and mildew. Fungi spores are found everywhere and require only the presence of moisture and warm temperatures to grow. This growth will rapidly lead to odors, unsightly stains and in many cases a health hazard. Micro biological studies, conducted at sites dried by Munters, have repeatedly shown that desiccant drying controls fungi growth, eliminating problems.

■ Experienced Professionals.

Munters founded the water damage recovery business in 1984. Since then, Munters has grown to have more than 30 offices in the US and Canada. We've successfully completed more than 20,000 water damage recovery projects! In doing so, Munters has encountered virtually every water damage problem imaginable. When you call on Munters, you call on the most knowledgeable people in the business today!



Ted Turner, shown in front of Hewlett Packard's computer center, said, "Munters did a terrific job! I had recovery costs of about \$120,000 of which Munters services were \$45,000. Munters saved our new facilities by drying . . . and kept our computer center operating without failure."

■ Technical Services

Munters uses proven techniques and consults with experts in the field of electronic restoration. Not only has Munters protected large computer centers, such as Hewlett Packard, it has saved state-of-the-art medical equipment and complex electrical and communications installations.

■ Wood Floor Restoration

Munters is the leading company in gymnasium and other hard wood floor restoration. We have encountered more than 100 structural configurations and have developed proprietary drying methodologies, which maximize the opportunity for restoration. Consulting Munters after wood floor damage can produce vast savings.

■ Document Restoration

Munters saves over one million documents every year. Munters can restore documents at your site, allowing access throughout the drying process, or remove documents to a regional drying center. Books, files, drawings, x-rays, microfiche, video and audio tapes and computer media can all be restored by Munters.

MUNTERS CORPORATION MOISTURE CONTROL SERVICES

79 Monroe Street, PO Box 640
Amesbury, MA 01913-0640
TEL: 1-800-CAN-DRY [422-6379]
978-241-1281
FAX: 978-241-1215
Web Site: www.muntersamerica.com
E-mail: mcsinfo@muntersamerica.com

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