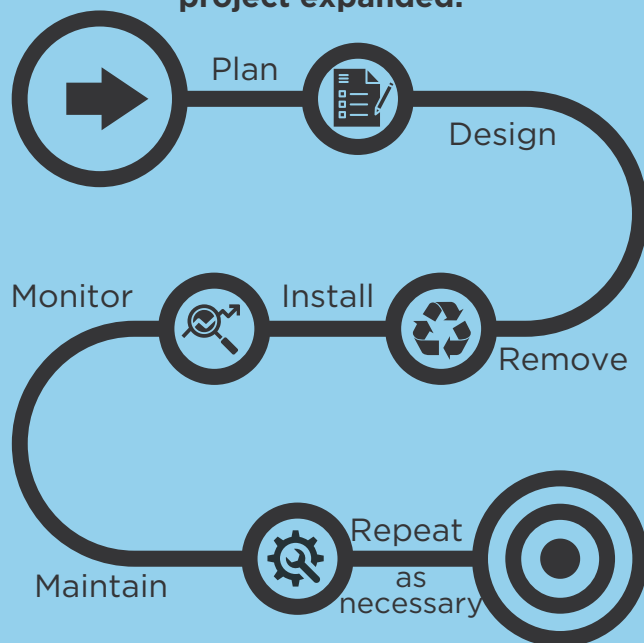


# How a Northeast Utility Simplified Operations

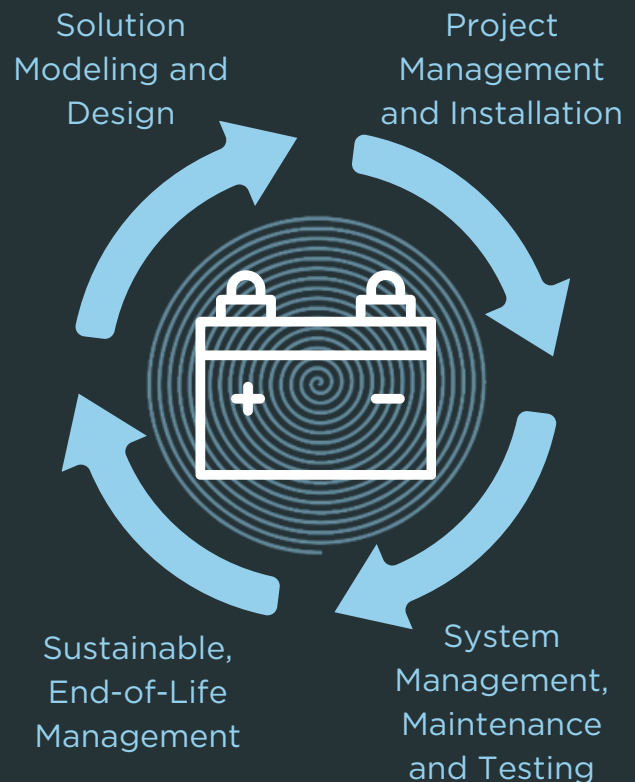
## by Gaining Total Control of Their Backup Power

A large investor-owned utility had significant upgrade plans to strengthen and modernize their transmission and distribution with backup power systems. It was a multi-year project with many site installations, equipment types and a requirement to add remote monitoring capabilities while meeting cyber security requirements.

Concentric worked with the customer to develop an equipment and installation roadmap that included multiple equipment options and timelines. Concentric's project team then got to work executing the installations, adding systematic monitoring and planned maintenance programs to each site as the project expanded.



### Ongoing Life Cycle Management





## Project Team Structure

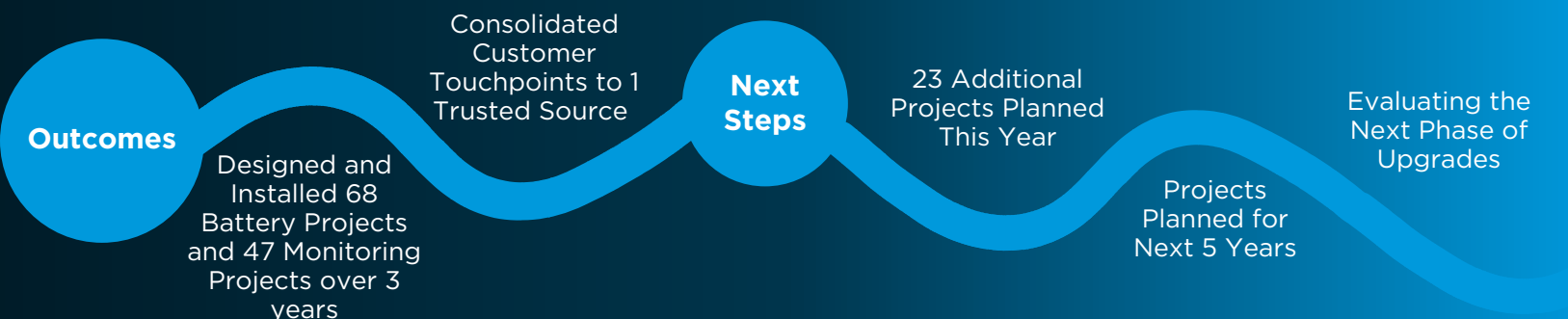
**Account Executive** - single customer point-of-contact, service and engineering captain

**Application Engineering Team** - assess & design/engineer, remote monitoring

**Project Management Team** - assemble & install

**Service Manager & Service Professionals** - planned maintenance and repair services

**Inventory & Procurement Team** - lifecycle management including disposal, replacement, and sourcing in-stock products



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