



Business interruptions are costly, and if your company depends on the continuous uptime of your mission critical equipment, those costs are not only measured in dollars and cents - once downtime damages your reputation, repairing is an uphill battle. If you're a colocation facility or landlord, it's not just your reputation on the line. It's the reputation of your tenants and customers as well.

As the price of leak detection decreases and the cost of downtime increases, more companies than ever are turning to RLE's affordable, comprehensive leak detection and monitoring systems.

Business Interrupted

Water remains one of the chief culprits of business interruptions, and the effects of water incursions have recently been receiving more media attention. According to one study, water damage ranked second behind power outage as the leading cause of business outage, accounting for 27% of the causes. That number spikes when you note that many of those front-runner power outages are in fact caused by water.

According to Ontrack International the cost of downtime continues to mount, now hovering somewhere between \$1M and \$2.8M *per hour*, depending on the industry. As new leak detection technologies emerge and the costs to deploy water detection technologies decline, more and more companies are making water damage protection an integral part of protecting their mission-critical electronic assets. Such was the case for Trammell Crow Company as it searched for a monitoring solution for its remote secure data center.

When You Simply Can't Have Downtime

Trammell Crow Company provides commercial property and facilities management services, commercial property brokerage and transaction management services, commercial property development and construction services and project management services. In 2000, it signed an agreement with American Express to provide facilities management, project management, transaction management, and other related services for American Express.

Andy Honeycutt is an Engineer in Trammell Crow's Facilities Management services to American Express's Operations Center in Greensboro. The North Carolina operation houses more than 3,000 employees and provides back office support for credit card processing for the entire East Coast. Honeycutt and his team are responsible for ensuring the continuous operation of the 450,000 square foot facility 24x7, 365 days a year. This includes all the engineering, system setup, and monitoring of over 500 servers and phone line switches in all 10,000 square feet of the Operation Center's Technologies Spaces.

Honeycutt's facility is equipped with a Liebert Deluxe System/3 designed to deliver precise, reliable control of room temperature, humidity, and airflow. The infrastructure also contains a centralized cooling system with over 1,500 feet of chilled water supply and return lines and subfloor drains. Honeycutt and his team rely on their Metasys system to manage the administrative facets of their facilities operations.

An Upgrade's In Order

The North Carolina location's water leak detection system was badly in need of an

upgrade, could not support facility expansion, and created a high incidence of false alarms. Honeycutt began to search for a new water leak detection solution and outlined the minimum requirements:

- Broad distance coverage to supervise the 1,500+ feet of water supply and return lines.
- Tough and durable, as the detector would likely be stepped on or have things dropped on it.
- Robust enough to minimize false alarms from slight condensation drips yet reset quickly.
- Flexible to address different sensitivities required in different environments.
- Compact to meet tight space requirements. He wanted to be able to bundle the leak detection solution with other wires.
- Allow for integration with the existing Metasys system.

Honeycutt quickly concluded that a cable-based solution best meet his requirements. The cable-based intelligent sensors allow for more comprehensive protection by supporting detection of multiple leaks, covering larger areas, and better pinpointing the exact location of a leak. Honeycutt evaluated the different technologies and products available from various vendors. Among the various choices, he found that non-conductive cables are better than conductive cables because they are more durable and less prone to false alarms that can occur when the cable come in contact with metallic surfaces such as metal rods or grounding planes.

Honeycutt found that the a SeaHawk leak detection solution from RLE Technologies best meet his requirements for durability, scalability, flexibility, and cost. His team deployed over 1,250 feet of SeaHawk sensing cable to protect the mission-critical servers and phone switches within the Technologies Spaces. According to Honeycutt, “The cabling that we ordered is far away and above what we were using to monitor these spaces - we feel that the product we have installed is the best we could find.”

The SeaHawk solution helped Trammel Crow save on labor costs by eliminating the need to add personnel for man-hour coverage 24 x 7. Instead, the cabling system provides proactive monitoring and notification with equivalent level of protection at much lower cost. Honeycutt comments, “The products we have installed allow our engineering team to sleep at night knowing that any moisture under the floor in any of these critical spaces will be detected in a moment’s notice and alarmed to the appropriate personnel.”

As the company expands, Honeycutt foresees an even greater role RLE will play as an integral part of monitoring other facilities that Trammel Crow manages. “We are very pleased with what RLE had to offer us, and will continue to share the information with our other sites across the globe for any updates they may perform as well. In the end, we are very pleased with the company, the product, the customer service, and all parameters in between! Thanks RLE!”



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