

## Success Story: Compu-SOLVE Technologies – A Power Solutions Reseller



# When It Comes to Power, Compu-SOLVE Leads with Eaton

#### Location:

Midland, Ontario  
Barrie, Ontario

# Employees: 26

Years in Business: 17

#### Type of Sales:

- Value-added Reseller
- IT "from the ground up"
- Network cabling, switching and routing, programming, security
- Servers, desktops, notebooks, workstations
- Power protection
- Internet Service Provider
- TELUS Reseller (cell phone and Blackberry devices)

#### Background

Compu-SOLVE Technologies is a "one-stop centre" for computer products, services and training. The company serves residential and business customers across Ontario and Quebec, offering ISP services from dial-up to high-speed Internet, to wireless communications, to domain and web hosting. Customers depend upon Compu-SOLVE for consistent, dependable service for a wide range of products – including power protection.

Compu-SOLVE, as a Hewlett Packard Certified Partner and Warranty Centre, earned several industry achievements including being named a Hewlett Packard Elite Partner, a Microsoft Gold Partner and a Cisco Select Partner.

#### Eaton Earned the Business

Rob McGaw, Sales Manager for Compu-SOLVE, tells how his company got started with Eaton UPS products; "We knew we needed to find a power partner who would not only be committed to our company and our customers, but also stand with us when it was time to bid on large projects or government contracts. We were not getting that level of commitment from our existing supplier. When we met members of Eaton's power protection team, it was clear they wanted our business and were ready to help us be successful."

Compu-SOLVE began to place single phase UPSs (Eaton Series 3, 5 and 9) and connectivity software (Intelligent Power® Manager) for its customers. According to Rob, the end result said it all "With power products, you're only noticed if something goes wrong. With Eaton products we have had absolutely zero complaints so it only took a few months for us to turn over all our UPS business. When it comes to power, we lead with Eaton."

#### People Made the Difference

"No matter how much we computerize our lives, people like doing business with other people" Rob continued. "We believe Eaton is interested in Compu-SOLVE being successful. Of course the products are very important, but when products are somewhat equal, you look to see if there are other advantages. And the people part here is very big. I know Eaton is supporting us the same way we support our customers. We have the same values. From start to finish, they make sure the right solution is put in place; just like we do at Compu-SOLVE. On top of that, Eaton's product quality is fantastic."

As for Eaton's field service technicians used for onsite installation, Compu-SOLVE reports only positive feedback from customers; "very professional"; "efficient"; "products are up and running right away".



Powering Business Worldwide

## It's about Partnership and Commitment

"Eaton has become part of the Compu-SOLVE team" Rob reports. "When we reach out to Eaton's solution engineers to participate in customer calls, they are eager to do so." Compu-SOLVE found that having Eaton on a call allows customer questions or concerns to be addressed immediately. "When necessary, solutions can be tailored on the fly. Eaton is a valued asset that our technical staff can leverage to put a solution in place."

Eaton's deal registration program was very attractive to the company because – besides having the advantage of being able to leverage a full team of power protection experts to structure highly competitive pricing – they could rest assured their deals would never be taken direct.

The fact that Eaton warehouses product in Canada went far to convince Compu-SOLVE that this UPS supplier had a long-term interest in their market. "They are interested in us as an organization and in Canada as a viable market. Our previous UPS provider focused primarily on the U.S."



### Compu-SOLVE's Eaton Benefits:

- **Real Commitment** – A power protection partner committed to reseller success, and to the Canadian market
- **Excellent Product** – Access to a broad range of premium products that get "zero complaints"
- **A Strong Partner** – Direct access to solution architects and executive management available and willing to speak directly with the end user
- **Superior Support** – A dedicated account manager with a solid support team and knowledgeable, efficient contract workers

### Programs and Products Designed to Make Doing Business Easy

Eaton's Demo, power management technology upgrade (UPSGrade), and government, educational and medical (GEM) programs allow power solution resellers like Compu-SOLVE to act like a much larger organization that has the resources to respond quickly to customer needs.

Eaton's award-winning and all-inclusive product line makes it easy for resellers like Compu-SOLVE to provide a convenient, one-stop resource for its customers. Designed to meet a diverse set of requirements and environments, customers can choose from single desktop coverage all the way up to a large data center; from blade and rack UPS solutions to large three-phase systems.

Before Eaton, Compu-SOLVE conducted their own product research for customers. Now, they are able to leverage Eaton's sales expertise and extensive knowledge base to provide exacting solutions competitively priced. The availability of demo units gives them a way for customers to compare the features of Eaton products to brands currently in use, making switching over to Eaton a smooth transition.

## In Summary

Through their partnership with Eaton, Compu-SOLVE is able to:

- Expand their business with high volume sales
- Partner with a power protection leader who provides exceptional service at every level
- Offer a broad range of premium products that get "zero complaints"
- Access solution architects and executive management committed to their success
- Depend upon a dedicated account manager with a solid support team

*"Backup power is very often a forgotten entity. It has not been forgotten by us. We have always been a leader in ensuring our clients have proper power protection. Now, with the selection of Eaton as our partner in this critical requirement, we can do the job knowing we are using even better equipment, support and service. When it comes to power, we lead with Eaton."*

- Les Tutkaluke, President

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