

# WHEN THE LIGHTS WENT OUT, EXPERIENCE STEPPED IN

Late on a Saturday night, a large industrial manufacturing facility lost power across its entire site. UPS systems bridged the gap briefly but the outage outlasted them. Servers went dark. Controllers dropped offline. Operators lost visibility and control. When power returned, the damage was worse than expected: corrupted drives, controllers unable to restart, and a main server that repeatedly failed to boot. Production was at a standstill, and every hour offline carried real downstream impact.

## SUPPORT THAT SHOWS UP WHEN IT MATTERS

The facility called R.E. Mason's after-hours emergency line. Within hours, an engineer was on site already carrying spare components, anticipating what might be needed before seeing the system.

The root cause became clear: a failed hard drive corrupting the RAID system, locked-down smart switches, and controllers requiring full reloads. The only viable path forward was a fast, clean rebuild.

### **Rebuilt. Restored. Running.**

R.E. Mason engineers quickly:

- Deployed a replacement engineering station with matching DeltaV software
- Recovered the system from verified backups
- Reset smart switches to safely introduce new hardware
- Restored graphics, configurations, controller functionality

Instead of days of uncertainty, the plant was stable and ready to restart the same afternoon.

### **BACK ONLINE IN UNDER 15 HOURS**

From the first after-hours call to startup, less than 15 hours passed, over a weekend. The response prevented an estimated \$173,000 in production losses and avoided extended supply-chain disruption.

### **PLEASED TO DELIVER HIGH-VALUE SUPPORT EXACTLY WHEN IT'S NEEDED**

With deep product expertise, local spare components, and true after-hours readiness, R.E. Mason turned a potential multi-day outage into a single-day recovery.

### **YOUR OPERATIONS DON'T STOP AFTER 5 PM. NEITHER DO WE.**

Where could faster response and smarter preparation reduce downtime in your facility?

