

Solutions

Climate Solutions Through Mind and Technology

SUMMER/FALL 2011

AIR FORCE ONE™



AFO technicians stayed all night to install the temporary chiller at Sprint.

AFO to the rescue

Sprint's holiday call triggers quick response

When Sprint needed some emergency help at its Detroit data center during a hot Memorial Day weekend, Air Force One technicians dropped holiday plans to rush to their aid.

The three-story data center must remain operational or the phone giant would lose communications with millions of customers, explained Bob Watson, V.P. of National Accounts for AFO.

During that first hot day of the summer season, alarms began going off in the center and Sprint called in AFO on an emergency for four 200-ton chillers. Technicians managed to get one of the

chillers up and running, but all needed major repairs, he said. Although the center has four chillers, two must be running at all times.

Ken Height, General Manager for AFO's NW Division, said technicians identified what parts they needed and drove all over the state to pick them up. "I was there personally until 4 a.m. Memorial Day until it was up and running," he said.

But the problem was far from being resolved. To make repairs on all the units, AFO got permission from Sprint

FROM THE PRESIDENT

How to thrive in a recession

You hear people talk about Northeast Ohio being a difficult market, a "rust belt" that has seen better days, yet we've found it to be a great place to do business.

Air Force One has just relocated our Northeast office from Bedford Heights to Valley View, into a new 8,000-sf structure that's more than twice the size of the old one, to accommodate our growing staff. The building houses both the NE office and our National Accounts Division, which have grown from fewer than 10 employees to more than 40 in the last twelve years.

How did we do it in this so-called difficult market and during a national recession? It would be too easy to say through hard work, so I'll give you the real reason: We put our customers first.

It sounds simple, but it's true. We have a very focused value proposition. We maintain high performance buildings, ones that are energy efficient and run smoothly. When you can deliver on that promise, the customer will continue



Greg Guy

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AFO Team Member Updates

New Hires at AFO

Central:

Julie Russell, CSR
 Jimmy Keyser, Technician
 John Trimmer, Technician
 Tim Anderson, Business Development
 Thomas Johannes, Technician
 Daniel Helber, Technician

Northwest:

James Koerner, Technician
 Jody Knapp, CSR

Northeast:

William Morris, Technician
 Steve Cooper, Business Development
 John Schaver, Technician
 Timothy Claar, Technician
 Joseph Hay, Technician
 Andrew Johnson, Technician

North Central:

Jeff Herchenroeder, Technician

Southwest:

Blake Horvath, Technician
 Thomas Davis, Technician
 Richard Helms, Technician

National Accts:

Vicki Stemple, CSR
 Tammy Ziska, CSR

Associate Anniversaries

Northeast:

Rick Mindzora, 10 years
 Sharon Lachowski, 8 years
 Jim Miller, 6 years
 Mark Ross, 3 years
 Gary Richards, 1 year
 Pat Gnuschke, 1 year
 Ralph Ross, 1 year

Northwest:

Ken Height, 11 years
 Ed Strausbaugh, 5 years
 Jeff Greenler, 4 years
 Mike Varner, 3 years

National Accts:

Bob Watson, 6 years
 Brian Corrigan, 1 year

Michigan:

Rodrick Majcher, 6 years

Southwest:

Chad Fleming, 5 years
 Scott Hilleary, 4 years
 Brett Horvath, 2 years

Associate fun at Cedar Point

More than 100 associates from Central Ohio, Support Group and NW Ohio Division enjoyed a fun day at Cedar Point during the summer. AFO bought the tickets and provided a picnic lunch for everyone.



North Central:

Peggy Lucas, 5 years
 Grant Hall, 2 years
 Dave Moore, 1 year
 Rick Watson, 1 year
 Bryson Hall, 1 year
 John Williams, 1 year

Central:

Jeff Reed, 16 years
 Don Loughman, 11 years
 Jerry Harlan, 7 years
 Don Hatfield, 6 years
 Dave Putman, 4 years
 Andy Mears, 4 years
 Laurie Jago, 4 years
 Victor Noel, 3 years
 John Bintz, 1 year
 Dave Dale, 1 year

Support Group:

Linda Stumpp, 8 years
 Christa Anderson, 5 years
 Melissa Pitts, 3 years
 Nick Barger, 3 years

Commendations

Laurie Jago, for her expertise, wisdom and patience with AFO customers. Laurie has a great understanding and appreciation for customer relationships, especially when the customer can be

demanding.

Jamie Johnston, for his ability to be a true consultant to clients. Jamie always provides several long-term solutions for his clients to consider. He is also a great teacher and coach to his peers.

Mark Ball, for being a great teammate. His dedication to our company, our associates and our clients always comes first.

Jerry Harlan and Don Loughman, for providing excellent customer service during a recent installation. They were recognized by the customer for being very professional and courteous.

Mark Ross, for stepping up and handling the start-up on a new account. Mark put in extra time traveling to perform maintenance, teaching others how to do the work, and delivering parts to other technicians.

Nancy Perhach, for showing true dedication to customer needs. Nancy took a service call after 7pm after an 11-hour day and stayed even later to ensure the call was dispatched and a technician was onsite.

Tom Davis, for his extra effort. Tom

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Dublin center upgraded

Expanding a critical data center that must remain operational at all times is a bit like changing the fan belt in a car while the engine's running.

That was the challenge faced by Air Force One technicians when they tackled the job of doubling the size of IBM's data center in the old Sterling Commerce building off I-270 in Dublin this summer.

IBM is consolidating four other data centers into that site, explained Bill Flynn, director of engineering development at IBM. "It's a live data center," he said. "It really makes it tough for everyone."

AFO worked under the direction of Pepper Construction, who handles all of IBM's construction work. They split the job into two parts, essentially dividing the data center in half. In phase one, AFO technicians installed a quarter-mile of hard ductwork to replace the flexible ducts that were no longer up to code, said Mike Pitzo, business development manager at AFO.

But the technicians had to operate carefully to ensure the servers kept running. "They were literally putting it in while (A/C) was blowing in their faces," he said.

That phase took a month and AFO finished three days ahead of schedule. In phase two, they ran ducts to the other side of the server farm and added three 5-ton Liebert Challenger units into the new UPS room that was created. The project also upgraded existing electrical rooms to support all of the new servers that were added to the data center.

Pitzo said the \$750,000 project was completed ahead of the deadline set for the end of August.

Flynn said he was pleased with the quality of work performed by AFO. "As our relationship has always been with AFO, you guys do great work."



AFO's success in NE Ohio has allowed us to open a new, larger office.

President

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to partner with you year after year.

I credit the leadership in that office for our success: Northeast General Manager Earle Kurrass and National Accounts GM Bob Watson. They have a passion to do the job right and our customers recognize it.

Another good example of our focus can be found in the story on Page One – when Sprint needed emergency help on a holiday, AFO technicians stayed all day and into the night to get their

critical Detroit data center cooling system up and running again. And then they worked hard to make necessary upgrades while the facility continued to operate.

This can be a lesson for any business. It's called doing the basics. You listen to your customers, get good people on your team who believe in the value proposition and make sure everyone works with a singular goal to solve each customer's problem as quickly and efficiently as possible. That's how you build a championship team that succeeds year after year.

Sprint

Continued from Page One

to bring in a 200-ton portable chiller and ran huge duct lines into the building to take over for the ailing chillers. It was a bit like open-heart surgery.

Once the Sprint chillers could be taken off line, AFO brought all hands

on deck and managed to make the necessary repairs in just six days, Height said.

The entire job cost just \$75,000, Watson noted.

"It was absolutely a bargain, considering what was at risk," he said.



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Commendations

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was on call and worked over 30 hours of overtime during Memorial Day weekend. One call required Tom to visit a cell site around midnight on Saturday.

The site was on a farm and required Tom to get the farmer to help him move cows out of the way so he could get to the site! Tom went above and beyond the call of duty and came to work Tuesday with a smile and ready to get to the next job.

Chad Fleming, for taking over the facility maintenance for Time Warner Cable in Dayton. Dave Schmitt, Head Engineer for Time Warner Cable, said Chad has been instrumental in keeping things running smoothly for them. Chad helped the client understand their controls system and economizer operation.

Tim Keegan, for working late on a Friday evening troubleshooting a repair for an AT&T site. He would not leave until the unit was operational. He then took the time to discuss the repairs

with the owner to make sure they were aware of the situation.

Bob Watson, for all of his efforts in coordinating the new National Accounts and Northeast Division office location. The two divisions moved to a new building in June, and there was a tremendous amount of work involved in making this move happen. Bob handled everything from construction & design to utility & data transfers. Bob did all of this while doing all of his "regular" work, too. Thanks to Bob's efforts, the move went extremely smoothly.

Cyndi Soltis, for her extra efforts while short-handed in her office. Cyndi stayed late to make sure calls were covered and verified that technicians were onsite. She also set up service calls during weekend hours and gave out her personal cell number to make sure she was kept updated on the status of the service request.

Jimmy McKinniss, for his excellent attitude, work ethic and technical skills. Jimmy has received many compliments from customers for his ability to promptly and accurately diagnose a

problem and get it repaired.

John Williams, for being a valuable team member. John's willingness to learn and his desire to do the best job possible, every time, on every job, is admirable. He does not get intimidated and instead takes new challenges head on to do whatever it takes to make his customers happy.

Mike Leese and Randy Elkins, for the extra effort they put in to finish the spring preventive maintenance schedule. The men are always willing to do what it takes to get the job done and their hard work is appreciated.

Jay Faust, for helping the Northwest Division get an AT&T cell site back up by offering one of his technicians and a piece of equipment to get an issue resolved in a timely manner.

Derrick Foreshaw of HVAC Engineering Inc. in Boston, MA. Derrick was recognized by the customer for being extremely thorough while performing preventive maintenance services. Air Force One would like to recognize Derrick for this outstanding customer service as an Air Force One Alliance Partner.