

A secured power is crucial for stores' operations

Carrefour has signed a two-year contract with Schneider Electric to service its UPS installed base. In parallel, Schneider Electric will supply UPSs from 2 to 80 kVA to all Carrefour supermarkets and hypermarkets in France.

Significant power needs

Carrefour is one of the world's leading retailers. Its multitude of stores needs significant power to guarantee uninterrupted operation of its lighting systems, heating air and conditioning – but most importantly of its refrigeration and information systems. Indeed, guaranteed availability of electricity is absolutely crucial to operations. Just one electricity cut, and the interruption of their lighting or refrigeration chain can generate substantial financial losses, not to mention the havoc caused to IT systems. In this context, the design of installations, the purchase of UPSs and other secure power systems is nothing less than vital.

Call for tenders

Early in 2007, Carrefour informed Schneider Electric of its need to re-visit the maintenance contracts for its UPS installed base, for which Schneider Electric had been responsible since 2006. At the same time, Carrefour issued a call for tenders to renew its UPS installed base, with detailed specifications aimed at selecting exactly the right partner – one who best responded to Carrefour's specific needs.

Attentive listening

At Schneider Electric, the experts from the Critical Power & Cooling Services unit rallied round the project. They began working directly with

Carrefour at all levels of the organisation, listening to the expectations of the different stakeholders and jointly identifying the solutions that would best fit the customer's demands – both technical and commercial.

Two-years study

The experts wasted no time. Within a very short turnaround time, they had built a tailored two-year (2007-2008) service strategy with the objective of optimising the life cycle of the installed base of UPSs. They also developed a sales proposal to upgrade the installed UPSs based on very detailed specifications. In fact, the acceptance of this proposal made Schneider Electric the premier supplier to Carrefour of 2-80 kVA UPSs for all of the retailer's French stores.



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