

APPLICATION PROFILE

CHALLENGE:

Develop a robust power system while lowering operational costs in remote locations.

SOLUTION:

Customized gas generators to create powerful microgrids to increase power output.

RESULT:

A powerful microgrid system that enabled the customer to expand their status in the oil and gas industry, all while reducing operating costs.

“We are always looking for the ‘one more thing’ that makes a company want to do business with us.”



There's Power in Numbers

Generac's Unique Products Offer Savings to Customers

Any organization, no matter the size or scale, is looking for ways to shave costs and save money. Oil and gas companies are looking for cost-saving measures, but also require powerful, efficient generators to mitigate downtime and expenses. For one particular Texas-based customer, it was imperative to boost power output while reducing costs.

The first step was for Generac to evaluate their current fleet, which is used primarily to provide micro grids and individual units for producers and midstream companies to power operations in most shale plays in the United States. Their generators were older, less efficient at converting natural gas into usable power, and did not have the latest technology, so upgrading their fleet would greatly reduce their monthly costs. By placing new Generac generators designed for efficiency and versatility in their fleet, they could also parallel their new generators to deliver a robust and dynamic micro grid system. Generac worked closely with this customer to deliver state-of-the-art units that could produce the power they needed in a timely manner.

And, even before the units were in the field, Generac's technical support team was deployed to train and educate the customer's field managers in operations and fleet maintenance, ensuring they had the knowledge needed to maximize uptime.

Once these units were in the field, Generac continued to communicate and collaborate with the customer to optimize their operations. By listening to feedback from the on-site teams, Generac engineers were able to make modifications to the generators to improve ease of use and safety. For example, to minimize the need to physically check each unit in the field, bright beacon lights were added to the exterior of the units so, at a distance, operators could easily see which units were running, saving valuable time. Another collaborative modification was changing the orientation of one of the cabinet doors, improving safety and convenience for service technicians by making it easier to access areas needed during routine service intervals.

APPLICATION PROFILE



APPLICATION:

Oil and Gas Production

PRODUCTS:

MGG155

MGG210

MGG280



Collaborating on design, providing training and optimizing products aren't the only ways that Generac works closely with this customer. Generac's Area Sales Manager, Scott Hanson, holds weekly calls with executives and upper management to ensure any issues are quickly resolved and continues to monitor training and support needs.

Additionally, this customer accepted Generac's invitation to visit the factory in Wisconsin to see the scale of expertise and capabilities. They were able to see their products being built and ask questions, providing further confidence in their partnership with Generac. Generac also sent Field Service Managers to the various jobsites

to assess if changes, modifications or additions could be made to optimize their operation. While in the field, Generac's team realized that this customer needed to update the laptops provided to their field personnel so they could accurately troubleshoot problems. Old hardware and software prevented accurate assessments of the units during operation, so upgrading laptops for on-site personnel greatly improved their ability to troubleshoot and solve a field problem.

"We are always looking for the 'one more thing' that makes a company want to do business with us," said Scott Hanson, the Area Sales Manager that has fostered a strong relationship with this customer. By working together as true partners, Generac was able to deliver cost-effective and innovative products that has enhanced the customer's status in the oil and gas industry and given them an edge on competition. Generac's MGG155, MGG210, and MGG280 gaseous generators created a self-sufficient power system, allowing the customer to reduce monthly costs by over \$10,000 per site on average.

Generac's innovative and unique designs offer customers savings without sacrificing power. Generac continues to grow its product line, providing increased power and resources for customers around the world