

## Remote Monitoring Keeps Data Center Running 24/7



Founded in 2006, Springs Hosting is a leading Host Service Provider (HSP) and Data Center (DC) located in Colorado Springs, CO. Offering their customers the newest in cloud-based technology advancements and an extensive background in technology services, they are recognized for consistently exceeding industry standards.



**Applications:**  
Diesel Generator  
Monitoring

**Market:**  
Diesel Fuel

### Challenge

Springs Hosting relies on generators at its facility to keep hosting services up and running 24/7. Downtime due to fuel shortages or run-outs is detrimental to both the business and their customers, leaving them with no access to their servers. It is crucial to monitor the diesel fuel levels to ensure there is enough fuel to power the generators without the risk of run-out.

“Checking the generator tank is necessary to keep our site up and running constantly. If we run out of fuel, our customers won’t be able to access their data.” said Donald, President.

Previously, Springs Hosting manually monitored fuel levels, requiring employees to climb the tanks and lower a wooden dowel down into the diesel generator tanks to record the fuel levels multiple times a week. This approach to inventory management was neither economical nor dependable. The company wanted a more reliable way to gain visibility into the fuel levels and increase efficiencies.

## Solution

In 2020, Springs Hosting installed two TankScan TSM1000 tank monitors on their 1000-gallon and a 242-gallon diesel tank in Colorado Springs, CO. The remote monitoring system leverages existing ethernet infrastructure and a cloud software application to eliminate large startup and setup costs associated with typical SCADA systems. The install requires screwing the monitor into a 2" port on the top of tank and plugging in the battery. The cloud application is setup remotely and offers unlimited users, historical trending, and email/text notifications. Cellular connection is an option that was not needed for these tanks, which used wired ethernet for the gateway connection allowing Springs Hosting to eliminate the cellular costs, while also future proofing from sunseting cellular technologies.

The tank levels are viewed from the cloud application from field operator's cell phone or from a PC at a remote office. The system is cost effective due to its use of existing infrastructures through internet connectivity, internet browser, email, text message and cloud compute. The user is provided with accurate readings to devices he already owns, understands and supports.



## Results

Springs Hosting has seen numerous benefits from remote level monitoring including:

- Labor and overhead associated with trips to the tank locations are significantly reduced
- Remote tank level visibility improves reliability of facility operations
- Automated notifications provide increased confidence and reduce the risk of downtime
- Services are optimized by having reliable energy source to keep data center running 24/7

**“Now I can run the tank levels down all the way to replace it with fresh fuel without the risk of running out”, said Donald.**

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