

# Credit Union Banks on Eaton 9155 and 9355 UPSs

**Product:**

Eaton® 9155 and 9355 UPS

**Location:**

Buda, TX

**Market Served:**

Financial

*"I've had other manufacturers' UPSs in the past and in my opinion, they don't hold a candle to Eaton."*

*- Pat Tolle, vice president, information services*

**Background**

As a member-owned, not-for-profit financial cooperative, Randolph-Brooks Federal Credit Union (RBFCU) is committed to serving its members' financial needs. With 29 locations across south central Texas, RBFCU offers a broad range of services, including checking and savings accounts; home, business and vehicle loans; credit cards; investments; and insurance.

Ranked among the top 25 of nearly 8,300 financial cooperatives, RBFCU is one of the strongest credit unions in the country with more than 270,000 members. It consistently receives the highest ratings of "Five Star" and "Superior" from two respected organizations that rate financial institutions in the United States.

**Challenge**

Keeping vital customer services accessible at all times is essential to the credit union's ability to serve its members. To that end, RBFCU must ensure continuous availability and uptime for its critical equipment, including servers, data room panels, terminals and cash recyclers.

"It's very critical we keep them up and running. Otherwise, we can't get any cash," emphasizes Pat Tolle, the organization's vice president of information services.

For the past five years, the credit union's main data center has been safeguarded by an Eaton 9315 uninterruptible power system (UPS). More recently, RBFCU sought to deploy a similar level of protection at its branch locations.

"We started with our data center, and then our call center," explains Tolle. "When our president saw how well the UPSs worked, he said to make sure we have the entire headquarters building covered."

Because RBFCU is prone to power problems from the area's frequent storms, the credit union needed a solution capable of protecting its equipment against a broad spectrum of power anomalies. "Of course, availability was a chief concern," notes Tolle.

In addition, since several branches already had a generator in place, RBFCU required a UPS that would offer generator compatibility. For its other locations, the credit union wished to deliver at least one hour of runtime in the event of a power failure.

Extremely satisfied with the performance of the 9315 – which has not experienced a single problem since its installation – RBFCU turned again to the name it could bank on.

"I've had other manufacturers' UPSs in the past," Tolle reveals, "and in my opinion, they don't hold a candle to Eaton."



Powering Business Worldwide

## Solution

Building on its positive experience with Eaton products, the credit union selected the Eaton 9355 UPS. With an ultimate goal of stationing a UPS at each of its locations, RBFCU has so far deployed a total of 15 of the 9355 units, as well as two Eaton 9155 UPSs. The double-conversion design of the UPSs completely isolates equipment from utility power to protect against all nine of the most common power problems, giving the credit union the highest level of reliability it desired.

RBFCU especially appreciates the space-saving, attractive design of the compact 9155 and 9355 models, which deliver high power density per square foot. Even more, unlike competitive models, their sleek tower design includes the batteries. Both the 9155 UPS – available in 8 to 15 kVA models – and the 15 kVA 9355 units measure just 12 inches wide and 33 inches deep. The 9355's larger 20 to 30 kVA models are only 20 inches wide and 34 inches deep.

The credit union is also benefiting from the exceptional amount of runtime afforded by the UPSs, which is made possible in part by sophisticated technologies that maximize the health and service life of the batteries. Eaton's exclusive ABM® technology uses advanced battery management to significantly increase battery life via an innovative three-stage charging technique, as well as temperature-compensated charging that optimizes recharge time. Battery runtime can be extended to hours simply by adding matching extended battery modules.

Furthermore, the generator-friendly design of the units

made them an ideal investment for the credit union. With total input harmonic distortion (THD) remaining below five percent without compromising overall efficiency, the 9355 and 9155 provide a maximum transfer of power between source and protected load, enabling exceptional compatibility with generators.

Both the 9155 and 9355 also offer a high 0.9 output power factor, which delivers more bang for the buck than the vast majority of competitors' models. Additionally, the units' high efficiency rating reduces utility costs and allows the UPSs to run cooler, which in turn lengthens component life.

The credit union is also taking advantage of eNotify Remote Monitoring service, which offers 7x24, real-time enterprise monitoring. The service includes response to more than 35 UPS system and battery alarms, as well as immediate notification of significant power quality events via phone, email or pager. Also included is remote troubleshooting and resolution of power problems, monthly status reports, and if necessary, dispatching of Eaton UPS service technicians.

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## Implementation

Because the small footprint of the 9155 and 9355 supports more location options, fast and easy installation, and lower deployment costs, the units' installation within the branch locations proved to be an extremely smooth transaction. Even more, the UPSs have left more space available for other equipment needs.

"Especially in our branches, space is at a premium," notes Tolle.

Regular preventive maintenance visits keep the UPSs operating at their optimal performance. "I've been very happy with the level of service from Eaton, too," Tolle reports.

## Result

Deploying the Eaton UPSs has been a sound investment for RBFCU, even giving the credit union a leg up over its competitors.

"They keep us up and running at times when most of our competition can't. Obviously, that saves us a lot of grief," says Tolle. "I'm a very pleased customer, with both the product and the support. The UPSs have saved us several times."

Safeguarded by the 9155 and 9355 UPSs, RBFCU is now able to:

- Ensure the continuous availability and performance of its mission-critical critical equipment
- Keep financial support services available at all times to customers
- Stay informed on UPS status with eNotify Remote Monitoring service



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