

Success Story: Ohio Mid-Eastern Regional Education Service Agency (OME-RESA)



Eaton UPS + Monitoring + Service = High Availability

Product:

Eaton® 9390 UPS and eNotify

Location:

Stubenville, Ohio

Market Served:

Data Center

"I'm not only monitoring the UPS, but Eaton is monitoring it, and on a real-time basis ... I think that is important."

- Sam Fleder, network manager

Background

Organized in 1975 to provide key services to local school districts, Ohio Mid-Eastern Regional Education Service Agency (OME-RESA) today assists 45 districts in 11 counties of eastern Ohio. Through the years, OME-RESA has continually added and updated its programs through a cooperative effort that enables districts to expand their services at a reduced cost, thereby providing better and more cost-efficient education for the more than 60,000 K-12 students.

Likewise, OME-RESA relies on a cooperative approach when it comes to properly protecting the extensive range of electronic equipment that helps the organization accomplish its educational goals. Working in harmony to safeguard the agency's data center is an uninterruptible power system (UPS), monitoring service and warranty plan from Eaton.

Challenge

Nearly two years ago, when its existing UPS had reached maximum capacity, OME-RESA began researching a power protection solution that could deliver the highest level of reliability for its critical data center environment, which houses multiple servers, storage devices and a wide array of applications. Due to the agency's nature of services – which includes web hosting for individual schools and districts, storing student grades and fiscal information, librarian services, and education management resources – 7x24 availability is essential.

"We wouldn't even think of operating this equipment without a UPS," acknowledges Sam Fleder, network manager for OME-RESA. "We just cannot afford to have any disruption in service for our customers."

In addition to reliability, scalability was another must-have for the growing organization. "I didn't want to make the same mistake twice," Fleder says, referring to the lesson learned from the agency's previous UPS, which maxed out at 20 kVA.

The ability to easily monitor the solution was also an important prerequisite, as was the agency's opportunity to supplement a UPS with a quality service plan.

Solution

Earning high marks in every specification desired by OME-RESA, the Eaton 9390 UPS ranked at the top of the class, prompting the agency to purchase a 40 kVA unit.

"It's scalable, which is key," reports Fleder. "We didn't lock ourselves into a certain size unit, so we can easily add more devices without outgrowing our power protection solution."

Indeed, a 40 kVA 9390 is internally scalable up to 80 kVA, with the upgrade easily performed on site by an Eaton service technician without costly additional cabinetry and connections.

Offering the industry's highest levels of reliability and availability, the 9390 also measured up to OME-RESA's demanding environment, featuring such benefits as Powerware Hot Sync® wireless paralleling, superior battery management and inherent redundancy.

To help preserve the ongoing health of the 9390, every unit includes on-site startup service and training, a full year of 7x24 parts and labor, a service protection plan, and Eaton's eNotify Remote Monitoring service.

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Providing real-time monitoring of more than 100 UPS and battery alarms, eNotify delivers monthly reports to Fleder, which detail the status of the 9390, including information on voltages, loads, temperature and humidity. The report also summarizes the top 10 performance and environmental parameters, battery events, availability percentage, and comparative status against recommended specification. Even more, if any type of power anomaly is detected, Fleder is immediately notified via email.

But the network manager isn't the only one watching. With eNotify, Eaton service technicians remotely monitor both the UPS and batteries at all times. The service not only enables many issues to be resolved remotely – often before a customer even knows a potential problem exists – but will automatically dispatch a technician to the site, if needed. For OME-RESA, this unparalleled level of attentiveness affords ultimate peace of mind.

"I'm not only monitoring the UPS, but Eaton is monitoring it – and on a real-time basis," Fleder says. "I think that is important."

In the two years since the system was installed, Fleder has been notified via email of several brief power interruptions, as well as various spikes and surges – all tests that the 9390 passes with flying colors. On one occasion, Fleder even received a phone call from Eaton. "There was no issue," he recalls. "They were just calling to check."

The ability to stay on top of any possible issue further heightens the reliability of OME-RESA's data center. "With our old UPS, we didn't have any inkling if there was a problem. If something went wrong, we didn't know about it until it impacted our network," notes Fleder. "Now when there is a power problem, our equipment and our customers don't even notice." But thanks to eNotify, he says, "I know that something has happened."

Recognizing that superior UPS reliability is enhanced by regular preventive maintenance, OME-RESA also opted to extend its standard warranty with a PowerTrust™ Service Plan, which features regularly scheduled UPS and battery preventive maintenance.

Both preventive maintenance and monitoring are so critical, "I don't think you should buy a UPS without it," Fleder attests.

Implementation

"I think it's one of the easiest equipment deployments that we've ever had," Fleder says of installing the 9390, which was completed on a Saturday in order to avoid any downtime for customers.

Noting there was quite a bit of changeover required between the previous UPS and the 9390, Fleder reveals that the process nonetheless went very smoothly. "It was very easy to set up," he notes.

Result

For OME-RESA, there is no denying the mathematical significance of the Eaton power protection solution. "It was an excellent value," Fleder enthuses.

With the 9390 UPS – complemented by eNotify monitoring and the PowerTrust service plan – the agency now has the ability to:

- Support its school districts with 7x24 uninterrupted clean power for critical equipment and applications
- Double its UPS capacity if needed to accommodate future growth
- Constantly monitor the status of the UPS and batteries, with eNotify providing immediate notification of any issue
- Preserve the ongoing integrity of the 9390 with regular preventive maintenance delivered through an Eaton service plan



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