

Success Story: M&I Corporation



Bank Discovers Eaton UPS Is Right on the Money

Product:

Eaton® 9390 UPS

Location:

Milwaukee, Wis.

Market Served:

Banking

"Eaton's support staff has been great. They have been very responsive and proactive."

- Jeff Roloff, senior LAN technician

Background

Founded in 1847, M&I Marshall & Ilsley (M&I) is Wisconsin's largest bank, with 193 offices located throughout the state, as well as retail banking offices in Arizona, Minnesota, Missouri, Kansas, Nevada, Florida, Illinois and Indiana. M&I Corporation also provides trust and investment management, equipment leasing, mortgage banking, financial planning, investments and insurance services.

Challenge

Two years ago, when M&I's Support Services division moved into a brand new building, the company needed to deploy a power protection solution it could really bank on. The new site—primarily used for item processing, as well as development and application testing within an extensively virtualized environment—is responsible for housing a wide range of equipment with high availability requirements, including numerous servers.

"We needed a UPS with high efficiency and sustainability," points out Jeff Roloff, senior LAN technician.

In addition to unparalleled reliability, the company also sought a solution that would be able to keep pace with expanding power requirements and potential growth—without consuming valuable and ever-shrinking data center floor space.

Solution

M&I hit pay dirt with the purchase of a 100 kVA Eaton 9390 UPS. Available in models ranging from 40 to 160 kVA, the best-in-class, three-phase power protection solution combines technical innovation with a rich feature set to deliver the highest level of reliability available. As a result, M&I's production and testing equipment is now completely safeguarded against all nine of the most common power problems, including outages, sags, surges, spikes, brownouts, line noise, frequency variation, switching transients and harmonic distortion.

"It's been extremely reliable," reports Roloff. "It's absolutely critical that our UPS is up and running at all times," he emphasizes, noting that the site also handles payment processing – a system that requires continuous uptime. "There are no downtime allowances for that," he adds. "And with two or three shifts operating each day, systems must be up at all times."

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Further enhancing the reliability of the 9390 is the unit's exceptional battery management system, which uses advanced technology to extend battery life and optimize recharge time. In addition, an integrated battery management system tests and monitors battery health, relaying the information monthly to a central monitoring station for trending and action, if needed.

Even more, by offering the industry's best efficiency, the 9330 is helping M&I keep more funds in the bank. The unit's transformer-less design and sophisticated sensing and control circuitry combine to deliver up to 99 percent efficiency with Energy Saver Mode. In addition to lower power and cooling costs, this enhanced efficiency prolongs battery runtimes and produces cooler UPS operating temperatures, resulting in extended component life while increasing reliability and performance.

Additionally, the 9390s boasts an output power factor of .90, which powers more of today's modern equipment, resulting in a lower total cost of ownership. Furthermore, the unit's low input current THD enhances generator compatibility, which was another important factor for M&I.

Considering its full-scale contributions to power protection, reliability and efficiency, the 9390's design is surprisingly small in stature, a welcome advantage to today's increasingly cramped

data centers. With a footprint of just 597 square inches and a compact 72-inch height, the 9390 encompasses just a fraction of the footprint of competitors' UPSs.

"The small footprint was especially important to us because the room the UPS is in was not originally envisioned to be a full scale server room," notes Roloff. "The room was turned into a small data center after existing and new projects resulted in the need to have server equipment local to the users for improved performance. So we were very fortunate that the 9390 doesn't take up much space."

To meet the demands of today's frequently expanding data center environments, the 9390 also affords exceptional scalability options. With a simple phone call, an Eaton customer service technician (CSE) can complete a field upgrade performed on site and without costly additional cabinetry and connections. For example, as its equipment needs grow, M&I has the ability to bolster its 100 kVA unit to 160 kVA.

To help preserve the ongoing health of the 9390, every unit also 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.

Providing real-time monitoring of more than 100 UPS and battery alarms, eNotify delivers monthly

reports that detail the status of the 9390, including information on voltages, loads, temperature and humidity. Also summarized are the top 10 performance and environmental parameters, battery events, availability percentage, and comparative status against recommended specification. With eNotify, Eaton 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, providing ultimate peace of mind.

Implementation

Being a pre-wired, integrated module, the 9390 was installed quickly and easily within M&I's server room. The unit's small footprint and flexible installation options—including against walls, using top- or bottom-entry cabling—helps reduce installation time and costs. Furthermore, convenient front-panel access increases the UPS's serviceability, while also reducing repair time.

With preventive maintenance service calls performed on the unit every six months, Roloff is quick to praise the efforts of his Eaton CSE, Michael Kehrmeyer. "Eaton's support staff has been great," he enthuses. "They have been very responsive and proactive."

Result

Successfully weathering storms – both from the financial market and from Mother Nature – the 9390 has proved to be a sound investment for M&I.

"It allows our team to focus our time on critical projects," Roloff explains, "knowing that we don't have to worry about the state of the UPS, since the built-in monitoring will automatically alert on any issues and power interruptions that arise."

Since deploying the 9390, M&I Corporation is now able to:

- Ensure the continuous uptime of its mission-critical servers and virtual environment
- Preserve valuable data center floor space with the 9390's small footprint
- Maintain a close tab on all power conditions and UPS parameters with eNotify
- Easily expand as needed with the 9390's field upgrade-ability



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