



Communications firm gets dialed in to 9390's benefits

Product:

Eaton® 9390 UPS

Location:

Atlanta, Ga.

Market Served:

Software

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- Guy Gaylord, IT manager

Background

TTI Telecom is a leading provider of next-generation Operations Support Systems to communications service providers worldwide. Providing a robust platform for incumbent and emerging providers across fixed, mobile and cable markets, TTI Telecom helps customers effectively manage their networks and services.

The company's product line encompasses the entire scope of requirements for next-generation services including Voice-over-Internet-Protocol (VoIP), video, data, and value-added and legacy telephony services.

Striving to meet the challenges of managing multi-vendor multi-domain networks, while recognizing service impact on customers and improving business operations, TTI Telecom is committed to working closely with its customers.

Challenge

When TTI Telecom relocated to a new office building three years ago, the company recognized the need to get dialed in to a new power protection solution. Though its previous Eaton uninterruptible power system (UPS) had provided consistent reliability, the aging unit lacked the capacity to accommodate TTI Telecom's growing equipment requirements.

"Its specifications no longer matched our needs," explains Guy Gaylord, the firm's IT manager.

With a single data center that supports the company's offices throughout the entire western hemisphere, TTI Telecom required a UPS capable of handling a comprehensive network load, including multiple exchange servers, traditional servers, storage devices and a wide variety of networking gear.

"It protects the backbone of our network," Gaylord says of the UPS, "everything except the individual desktops."

In addition to a unit robust enough to sustain the company's load requirements, TTI Telecom desired a solution that would deliver continuous uptime and availability. "We wanted a highly reliable UPS," Gaylord confirms, adding that the Atlanta area is prone to frequent power anomalies. "Without proper power protection, it would affect our ability to support our customers."

Finally, the company wanted to ensure that the UPS it selected could adequately scale as its equipment needs expanded in the future.

Solution

Responding to the call for the highest level of availability was the Eaton® 9390 three-phase UPS, which combines technical innovation with an impressive set of features. The double-conversion design offers the highest level of protection available to safeguard TTI Telecom's critical equipment against the most common power problems, including outages, sags, surges, spikes, brownouts, line noise, frequency variation, switching transients and harmonic distortion.



Powering Business Worldwide

"We see a lot of spikes in this area, and the UPS protects us from them," Gaylord says. "We tend to have a lot of thunderstorms, and in Atlanta the power is usually pretty flaky."

In fact, since installing the 9390, the firm has experienced three complete blackouts, one of which was so prolonged that it exceeded the UPS's battery backup capabilities. In this instance, says Gaylord, the 9390 automatically shut down all of the company's critical systems in an orderly fashion. "The UPS hasn't had any issues," he reports. "It's worked exactly the way it is supposed to."

While the runtime afforded by the 9390's internal batteries easily meets TTI Telecom's current needs, the company is considering supplementing the unit with additional battery packs in the future. "That was another plus for the Eaton unit—the option to grow the battery capacity," Gaylord reveals.

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 continuously tests and monitors battery health.

In addition, with a high efficiency rating of 94 percent and output power factor of .90, the UPS lowers total cost of ownership by reducing the cost of power to support protected loads. Due to its high efficiency rating, the 9390 also produces less heat, which in turn lowers facility cooling costs.

The unit's price point was also appealing to TTI Telecom. "We compared the 9390 with APC and APC's pricing was higher," Gaylord reports, noting that the company also preferred the configuration options of the 9390, which differed from the APC model.

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.

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. 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, Gaylord is immediately notified via email.

"If there was a power spike, the system would send an email," he says. "We know when it happens, but we never have to do anything about it."

As part of the eNotify service, Eaton technicians also remotely monitor both the UPS and batteries at all times, which enables many issues to be resolved remotely—often before a customer even knows a potential problem exists. If needed, the service automatically dispatches a technician to the site, providing TTI Telecom with additional peace of mind.

"I really like the eNotify service," Gaylord says. "With data center equipment, we don't want to hear about it—only that it's working," he explains. "eNotify is a nice way to see that everything is ok."

Implementation

When it came to installing the new unit within TTI Telecom's data center, the deployment was a breeze, thanks in part to the unit's small footprint, which reduces installation time and costs, plus lends itself to flexible installation options, including against walls, using top- or bottom-entry cabling. Furthermore, convenient front-panel access for all services and operations increases serviceability while reducing repair time.

"It was easy to set it up and the front access makes it very easy to maintain," Gaylord confirms.

The 9390 was installed by the company's electric contractor based on documentation provided by Eaton. An Eaton technician then came on site to complete the startup and testing of the UPS.

"The whole installation was worry-free. The electrical people just plugged everything in and we didn't have to deal with it," Gaylord recalls. "For the more technical stuff, we just got the specs in an email, forwarded them to the electrical team and that was it. Our build-out project was very limited in time due to circumstances outside of TTI Telecom's control," the IT manager adds. "But Eaton was able to send a technician on a Sunday to power-on test the UPS and certify it for operation without affecting our overall time (restraints)."

Results

Since installing the 9390, Gaylord confesses that he sleeps better at night. "I really don't worry about it," he acknowledges. "I would definitely worry about the old office, about having power outages and spikes, especially being here in the south during hurricane season. Now really I don't even think about it."

With the 9390 in place, TTI Telecom can now:

- Assure its entire network remains up and running at all times
- Safeguard its wide range of equipment against the area's frequent spikes and other power glitches
- Extend runtime as desired with additional batteries
- Stay abreast of all power conditions with eNotify monitoring service



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