



## Citi relies on Eaton to protect its pan-European service centre

*Global financial services company Citi chose Eaton 9390 UPSs to protect its Barcelona Sales and Services Centre from potentially damaging power losses.*

With over 200 million customers in more than 100 different countries, Citi is one of the most well-known financial services companies in the world. The company has had a presence in Spain for over 90 years, and today it serves its customers through a network of more than 100 branches that includes the Citibank and CitiFinancial businesses, among others.

Citi's functions in Spain have a major role in ensuring smooth customer service throughout Europe. Located in Barcelona, Citi's pan-European Sales and Services Centre, with over 1,000 employees, provides operational support and sales services to Citi's consumer businesses in 20 European countries and in 16 different languages. With such an important role to fulfil, the centre cannot risk losing power at its facilities – they have to be in full working order 24/7.

To ensure continuous and reliable power for the centre, Citi has been using the Powerware series UPSs since its inception in 1999. “

In ten years our consumer business scope in Europe has evolved and the Barcelona Sales and Services Centre expanded. We were in need of new, larger-scale UPSs that could provide the centre with even more reliable power. Our previous UPS did not provide redundancy, which was a risk to our expanding business,” recalls Juric Ozren, Asset Manager at Citi.

### Installation in two nights

What Citi needed was a reliable solution that would provide enough backup time for the Sales and Services Centre's needs. Another challenge was the UPS installation conditions: during the installation, uninterrupted power had to be guaranteed for the centre's critical loads that could never be shut down. This was only possible at night, when activity at the centre is at a lower level.

“The main goal of the project was to install two 80 kVA UPSs with 20 minutes of battery runtime, which fits our requirements perfectly. Eaton not only delivered and installed two Eaton 9390 UPSs with a power range of 80 kVA, but also eliminated the UPS we already had,” Ozren explains.

“The installation had to be carried out at night with controlled electrical shutdown so that the centre's operation was not interrupted. To do this, we had to rely on the old UPS's backup time. As it was not enough, we needed two nights for the installation.”

To learn more about Eaton UPSs, visit [www.eaton.com/powerquality](http://www.eaton.com/powerquality)

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Eaton Corporation is a diversified power management company with 2008 sales of \$15.4 billion. Eaton is a global technology leader in electrical components and systems for power quality, distribution and control; hydraulics components, systems and services for industrial and mobile equipment; aerospace fuel, hydraulics and pneumatic systems for commercial and military use, and truck and automotive drivetrain and powertrain systems for performance, fuel economy and safety. Eaton has approximately 70,000 employees and sells products to customers in more than 150 countries. For more information, visit [www.eaton.com](http://www.eaton.com), [www.eaton.com/powerquality](http://www.eaton.com/powerquality)

**9390's redundancy the key factor**

Citi chose the Eaton 9390 for its ability to solve all utility power problems by supplying clean, continuous power to all of the centre's critical equipment. The 9390's high online efficiency – up to 94 percent – reduces utility costs and extends battery lifetimes.

“The UPS's high performance also results in cooler operation conditions, thus reducing facility air conditioning costs and extending the lifespan of UPS components. This leads to increased reliability, availability and performance,” explains Juan Manuel López, Eaton's Three-Phase Sales Manager.

Eaton equipped Citi's UPSs with Hot Sync paralleling technology, which enables multiple UPS units to be paralleled for redundancy or increased capacity, or both. With Hot Sync, the UPS units can share the load and operate independently of each other with no communication wiring between them, which eliminates a single point of failure.

The 9390 also uses sophisticated technology to maximise battery state and life, that is, Eaton's ABM® technology, which employs a threestage charging system to optimise battery life and prevent battery corrosion. The 9390 has been in operation since August 2009. “The 9390 is exactly what we needed: the highest reliability with the possibility to adapt the system for changing capacity needs,” Juric Ozren concludes.



Eaton 9390 80 kVA UPS



The historic building which is home to Citi's Sales and Services Centre in Barcelona welcomes its new resident – the Eaton 9390 – with a little help from a crane.