



## Online wagering company doesn't gamble with its power protection

### Product:

Eaton® 9390 UPS and eNotify

### Location:

Beaverton, Ore.

### Market Served:

Professional sports

*"With eNotify, knowing that a second pair of eyes is monitoring the system is very comforting, and gives me an extra sense of security."*

*- Dean Kokko, wager operations manager*

### Background

TVG is an interactive horse racing network that combines live, televised coverage from more than 150 premier race tracks with the convenience of at-home or mobile wagering — either online, by phone, with a web-enabled mobile phone, or where available, set-top remote control. Headquartered in Los Angeles, TVG is owned by Betfair Group Limited, the largest online sports betting operator in Europe. With key offices in Malta and Australia, the company has grown considerably since its 2000 launch into a global business employing more than 1,700 people.

### Challenge

While providing an innovative wagering forum is TVG's primary business goal, when it came to selecting a power protection solution, the company couldn't gamble on just any uninterruptible power system (UPS).

To keep its operations up and running at all times, TVG needed a sure bet, considering that even the slightest glitch in utility power could compromise the firm's entire business operations.

"Without electrical power, the place would go dark," says Dean Kokko, wager operations manager. "Wagering would stop. Revenue would stop flowing in. The UPS is absolutely critical."

In addition to a high level of availability, TVG sought a solution that could deliver some real horsepower from a capacity standpoint, since the UPS is tasked with protecting more than 200 servers and other critical network devices. Equally important was scalability, which would allow the company to expand its power protection solution as equipment needs increased. "We wanted room to grow," Kokko confirms.

Finally, it was imperative to TVG that they have access to a local support network in the event the UPS required service or maintenance.

### Solution

TVG was off to the races with the purchase of a 100 kVA Eaton 9390 UPS that has since been expanded to 160kVA. The best-in-class, three-phase power protection solution offers the ultimate in technical innovation, coupled with a rich feature set that delivers the highest level of reliability available. As a result, TVG's critical 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.

"We have had several commercial power outages here and the UPS has performed flawlessly," notes Kokko.

Further enhancing the reliability of the 9390 is the unit's superior battery management system, which relies on 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.

"I've been quite pleased with the unit," Kokko reveals. "It requires very little attention."

Despite its hefty power capabilities, the 9330's design is surpris-

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ingly small in stature — a welcome advantage to today's increasingly cramped data center environments. Measuring just 597 square inches with a compact 72-inch height, the 9390 encompasses a fraction of the footprint of competitors' UPSs, which made it easy for TVG to accommodate the unit in its equipment room.

The company is also benefiting from the ease of management afforded by the centralized 9390. "It's much easier," confirms Kokko, who previously had to maintain individual UPSs in every equipment rack. "It's also helped us overcome a serious flaw with our system," he adds. "If we ever had a fire or needed to cut all power for some reason, there was no single panic button you could push with all of those individual UPSs. Now there is."



Furthermore, the 9390 offers a low total cost of ownership with its output power factor of .90, which powers more of today's modern equipment. TVG is pocketing additional funds in energy savings, thanks to the 9390's industry-leading efficiency. The unit's transformer-less design and sophisticated sensing and control circuitry combine to deliver up to 94 percent efficiency, which lowers power and cooling costs, prolongs battery runtimes and produces cooler UPS operating temperatures, resulting in extended component life while increasing reliability and performance.

Efficiency can be further increased using Eaton's new Energy Saver System (ESS), which detects incoming power quality and engages modules as needed, resulting in 99 percent efficiency across the entire operating range. The energy savings from ESS typically enables a company to recover the full cost of the UPS over just a three- to five-year time period. For example, when operating at 250kW of critical load, the savings is equivalent to \$4,000 per year per point of efficiency gain.

Complementing TVG's power protection solution is Eaton eNotify Remote Monitoring Service, which provides 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. Furthermore, the service includes remote monitoring by Eaton technicians of both the UPS and batteries at all times, allowing many issues

to be resolved remotely, often before a customer even realizes a potential problem exists. If needed, the service will also automatically dispatch a technician to the site.

"With eNotify, knowing that a second pair of eyes is monitoring the system is very comforting, and gives me an extra sense of security," reveals Kokko. "We also like the detailed status reports we get from Eaton."

## Implementation

With the 9390's small footprint and flexible installation options, there was no jockeying for position within TVG's basement equipment room. Instead, the pre-wired, integrated module was installed quickly and easily. The ability to place the UPS against walls and use 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.

To ensure the ongoing health of the 9390, TVG invests in an Eaton service plan. Recognized industry-wide for having the most professional, technically skilled field technicians, Eaton's service division delivers a powerful combination of quality, training, value, speed and commitment. And, with 240 factory-trained service technicians located across the United States and Canada, Eaton has multiple factory-trained service technicians in every major metropolitan area, making the available parts inventory unmatched.

"We've had no service issues, but any time we've had questions or needed advice, Eaton has been very helpful," reports Kokko. "We've been very pleased with the support we receive whenever we call. Because we rely heavily on the unit, and since we don't have the onsite expertise or staff to maintain it, having a service plan gives us additional peace of mind to know that it is being well maintained."

## Result

With the 9390 in place, TVG is able to remain in the Winner's Circle at all times.

Since deploying the UPS, the company is now able to:

- Ensure the continuous uptime of its mission-critical servers and other network equipment
- Preserve valuable floor space with the 9390's small footprint
- Keep a close tab on all power conditions and UPS parameters with eNotify
- Easily expand its power protection solution with the 9390's field upgrade-ability

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