



Location:
Indonesia

Segment:
Banking and Finance

Problem:
The bank requires centralised UPS system as well as reliable, clean and safe power for their daily operations such as ATM machines and applications.

Solution:
Eaton 9395, Eaton 9355, Energy Saver System (ESS), Variable Module Management System (VMSS)

Result:
All equipment was delivered and installed on schedule. Eaton 9395 helps to stabilize power for the main data centre and ESS technology helps to save energy costs every year.

"Besides providing quality products, the other key factor that we took into consideration was the level of service it is able to provide locally. We worked with Eaton's distributor, Deltasindo, right from the start of the project and they have provided utmost professional service level from post-sales to after-sales services since our partnership." says PT Bank UOB Indonesia's Sudriyanto.

Background

Every second of the day, billions of dollars worth of banking transactions are being moved by the global financial market banking system. Therefore, any sudden loss of power could lead to untold damages to a bank's highly mission critical applications, even causing the bank and its customers millions of dollars.

With 41 branches, 172 sub-branch offices and over 130 automated teller machines (ATMs) across 30 cities and 18 provinces in Indonesia, PT Bank UOB Indonesia recognizes the importance of having clean, uninterruptible power supply to their data centre that supports the bank's daily operations that includes bank applications, users in the bank buildings and other branch operations.

"As we frequently face unstable power supply voltage in Indonesia, problems such as spikes and surges that last just a few milliseconds may have devastating results on our IT equipments. Therefore, the need for resilient power is very important for our industry. In addition, 24 by 7 standby technical and maintenance service is an equally critical requirement for us to ensure that our machines are regularly and professionally maintained for optimal performance." explained Mr. Sudriyanto, Head of System Network and Infrastructure for PT Bank UOB Indonesia.

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Challenges

Besides requiring a resilient and robust UPS system for their data centre that will guarantee business continuity for their critical systems in event of power instability, PT Bank UOB Indonesia also had to consider the cost effectiveness and system ability for future expansion. The UPSs will have to support daily branch operations, bank applications and all other users' transaction in the bank building.

Furthermore, PT Bank UOB Indonesia had over 1,400 units of 1kVA ups installed in their employees' workstations across the entire Indonesia that provided only simply basic power back-up in event of power failure. This decentralized UPS system set up was inadequate to support the bank's future expansion plans and does not give visibility, manageability nor provide cost efficiency on the bank's network and infrastructure.

Solutions

Together with Eaton's Indonesia Authorized Distributor, PT. Deltasindo Raya Sejahtera, local UOB Indonesia team and Singapore procurement team, an in-depth analysis of the business operations, requirements and resources were carefully studied. With the final decision made by the local UOB Indonesia team, a three-year plan was conceived to integrate the entire bank's UPS requirements into a centralized UPS set-up.

With the mains supply fluctuation a major challenge, it was crucial to ensure stable power for all of the bank's essential applications in the main data centre. To meet this requirement, the Eaton 9395 provided a double-conversion back-up power up to 1100 kVA. This energy efficient UPS, with its advances technologies such as the Variable Module Management System (VMSS) and Energy Efficient System (EES) will help the company to lower its operating cost objectives. Moreover, with its power capacity at 1100kVA, the Eaton 9395 will be readily equipped for the bank's expansion plans.

The Eaton's 9355 30kVAs were perfect solutions for the office branches whereby the entire local office operations were being backed-up by a single UPS unit that provided a cost efficient yet comprehensive power protection for the branch operations.

Results

When choosing a power quality partner, the amount of local support the partner can provide is a key factor.

" Besides providing quality products, the other key factor that we took into consideration was the level of service it is able to provide locally. We worked with Eaton's distributor, Deltasindo, right from the start of the project and they have provided utmost professional service level from post-sales to after-sales services since our partnership. The local aspect of technical support was one of the key factors that tipped the scale towards Eaton's favor." commented Sudriyanto. " We have worked with Deltasindo since the early days when they were representing the Best Power brand. Over the years, we have built the trust and their 24 by 7 technical supports have never failed to address any of the UPS issue we have encountered."

Currently, there are two units of Eaton 9395 550kVA (that made up to a total of 1100kVA), two units of Eaton 9390 160kVA and fifteen units of Eaton 9355 30kVA being deployed throughout PT Bank UOB Indonesia operations nation-wide in Indonesia to deliver clean uninterruptible power for their critical mission applications.

All equipment was delivered and installed on schedule. Eaton 9395 helps to stabilize power for the main data centre and ESS technology helps to achieve energy saving costs every year.



PT Bank UOB Indonesia in a nutshell

- Founded in 1956 and is headquartered in Jakarta, Indonesia
- Is a subsidiary of UOB International Investment Private Limited.
- Provides various banking products and services to individuals and small and mid-sized businesses
- UOB Group has a network of over 500 offices in 19 countries and territories in Asia Pacific, Western Europe and North America.

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