

Customer Case Study

Riello UPS Protect The World's Largest Data Processing Firm

When DRS Data & Research Services plc needed a new Uninterruptible Power System (UPS) the company turned to Riello Galatrek Ltd. This is how the installation progressed recently.

DRS is one of the largest and best known data capture, scanning and volume information processing companies in the World. It regularly processes time critical information from projects such as elections, exams, and for census' in demanding IT environments. A power down is simply not an option!

Up until last year DRS relied on a UPS which was aging, and required frequent battery replacements. In addition, there were smaller time slots available to get the IT systems back up when problems arose. Sustained business growth meant this was becoming a key concern as the situation was leading to a ten fold increase in incidents. The problem reached its peak last year when the office's IT systems were down for over 20 minutes. DRS decided to plan a server room overhaul, and at the same time replace its old UPS system.

A new power system was specified by DRS following a risk assessment and Riello Galatrek was invited, alongside two other UPS manufacturers, to quote to undertake the supply and installation of the project. Riello Galatrek completed a site survey which specified the products to be used, their pricing and details of the installation. A Riello UPS Multi Dialog 20kVA system and generator were recommended.

Matthew Easterbrook, Head of IT Support at DRS said:

"We selected Riello Galatrek because we were confident it was the right system, and the company could offer the support we needed. Having one single point of contact made things easier and we were very impressed with their 'can do' attitude." Summing up the new power protection system Matthew added; "Riello Galatrek made it happen and was very responsive. It was an efficient install and has been running fine since. We are confident the power supply will run and continue to run efficiently and effectively."

About DRS

DRS Data & Research Services plc provide automated data capture solutions, products and services all over the world for education, government and commercial organisations. Typical applications include education administration and examination processing, census projects, electoral registration and ballot counting, large volume or complex survey work and high profile and mission critical projects. DRS' reputation for quality and reliability continues to grow all over the world as a world beating provider of automated data capture products and services. This was demonstrated by the achievement of the Queen's Award for Enterprise in International Trade in April 2002.



DRS Data & Research Services Plc in action

Established since 1969, DRS has extensive experience in:

- The design and manufacture of a range of Optical Mark Readers (OMR) and image scanners
- Providing Intelligent and Optical Character Recognition services (ICR and OCR)
- The design and print of OMR, ICR and OCR data entry forms and booklets
- Operating an extensive in-house data capture bureau service

DRS technology captures and processes data quickly, accurately and securely from many sources including paper forms and booklets, fax and electronic media, photos, fingerprints, signatures and other images.

- For more information on the Multi Dialog UPS featured here: www.riello-ups.co.uk/riello/hm/mrt.htm



TEC is a specialist consulting team within each Riello UPS company that provides project management, design, specification, and installation advise for both standard and bespoke Riello UPS designs. Each TEC member is appointed based on their engineering background and experience within the power protection field. For more information call **0800 781 7959** or email tec@riello-ups.co.uk