

Customer Case Study

The Guinness Trust Trusts Riello Galatrek UPS

The Guinness Trust has been providing good quality, affordable homes for over 100 years. It is one of the largest housing associations in England, providing accommodation for more than 60,000 people in over 25,000 homes across the country. Its patron is HRH The Prince of Wales.

Power Supply Interruption

The Trust first started looking for a larger uninterruptible power system (UPS) because of major power failures at its head office in High Wycombe, Buckinghamshire. Although the local electricity company had carried out some remedial work and restructured the supply, this did not completely solve the problem. In addition, the area around the head office was due to be redeveloped. Although their site was not to be affected directly, it was due to involve demolition on two sides of the building and users could foresee possible electrical failures as a result. It was vital that the central servers be protected since if they were down, users at many remote sites could not access information.

UPS Systems plc Site Survey

UPS Systems plc, a Riello Galatrek reseller was one of a number of companies that were contacted by The Guinness Trust's Head of IT, John Nash, after carrying out research on the web for likely suppliers. He spoke to Melvyn York at UPS Systems who went to site together with a member of the installation team to carry out a site survey before making recommendations.

The Multi Dialog Solution

Melvyn recommended a combined UPS/Generator solution; a 10kVA Multi Dialog UPS manufactured by Riello UPS plus a 40kVA Diesel Generator. This solution took into consideration very limited floor space inside the computer rooms for UPS batteries and location possibilities for the Generator in the underground car park.

UPS Systems project managed the electrical installation of the UPS, Generator, and automatic mains failure panel including very tight cabling through the ducting of several floors. The target date for completion was achieved by working closely with the customer and Riello Galatrek.

John Nash, Head of IT at The Guinness Trust;

"We were happy with their initial presentation and particularly impressed that the account manager brought along a technical person who could talk directly about the problems and suggest possible solutions. Other companies did not do this."

For more information on the Multi Dialog UPS featured here:

- www.riello-ups.co.uk/riello/hm/mrt.htm

About The Guinness Trust

The Guinness Trust operates in over 100 local authorities in England with fixed assets of over £1bn and a turnover in excess of £90m. The Trust wants to be recognised as the leading national housing association by its staff and residents, providing



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good quality affordable homes and services that help residents achieve their aspirations. The Trust works to build neighbourhoods where people choose to live - both now and in the future. More information on the Trust is at www.guinnesstrust.org.uk

About UPS Systems Plc

UPS Systems plc is the complete standby power provider. Supplier-independent, and therefore impartial, UPS Systems is a single source for the numerous individual components that make up a modern standby power system. From desktop to datacentre, it provides all the equipment, services and support that is required. More information at www.upssystems.uk.com



TEC is a specialist consulting team within each Riello UPS company that provides project management, design, specification, and installation advice 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 on Riello UPS TEC in the UK call **0800 781 7959** or email tec@riello-ups.co.uk