

HÄFELE



HÄFELE CASE STUDY

Supporting a Seamless Service for Häfele UK

For Häfele UK, an internationally trusted name supplying furniture fittings, ironmongery and hardware to trade, ensuring an efficient, seamless service for customers is paramount.

With Häfele UK delivering to almost 30,000 customers per year, any disruption to operations at the company's head office and distribution centre in Rugby, Warwickshire, even if only fleeting, had the potential to prove very costly. To guard against this eventuality, having experienced a series of sporadic power outages, Häfele UK made the decision to invest in Riello UPS technology, through reseller Computer Power Protection. A bespoke solution was required that would ensure reliable, continuous power to keep Häfele delivering the highly efficient service it is known for.

Eliminating Downtime

Häfele UK Facilities Manager, Shaun Smith who oversaw the UPS installation project from start to finish, was focused on removing the risk of power supply disruption that had previously been the cause of machinery downtime at the company's distribution facility. He says, *"We had experienced a number of instances where our electricity supplier had given very little notice of an impending power outage, or issues with alternating supply that had blown fuses or caused damage to circuit boards."*

"The resulting downtime for the warehouse machinery, which includes a number of 105ft cranes caused disruption which we just could not afford to tolerate, especially when you consider the time it took to get things up and running again once the power came back on."

A diesel back-up generator previously installed by Shaun and his team provided a partial solution to the power outage problem but still meant a 30 second power drop as the supply switched from the mains to generator. To eliminate this issue and protect critical operations across the business from power dip risks, Shaun sought out Riello UPS Ltd technology via leading supplier, Computer Power Protection.



The UPS Solution

Having consulted closely with Häfele to establish the exact requirements of the business, Riello and Computer Power Protection supplied two Riello Master Plus 250kVA UPS systems to support the entire warehousing and office facility. The Master Plus is suitable for a wide range of applications, including IT and the most demanding industrial environments. Thanks to its compact foot print the Master Plus is easy to install and front access to internal assemblies and top panel ventilation make space allocation within confined data processing or plant rooms easy.

As one of the most generator compatible uninterruptible power sources available, the Master Plus was the ideal choice for Häfele's existing back-up generator set-up. It is also one of the most environmentally friendly UPS' on the market.

To support Häfele's server rooms, two Riello MST20 (Multi Sentry) UPS' were also installed and Häfele's telecommunications function was supported with a number of SEP 1000 Riello Sentinel Pro Single-phase UPS'. This specific UPS technology was selected as it offered the highest levels of reliability and protection for critical servers, voice and data processing IT systems.

Efficient Install

A swift, efficient installation process was essential. Shaun Smith explains, *"We couldn't afford to carry out mains work during the week, given the potential risk to business continuity, so we had to ensure that the UPS installations took place over the weekend in as slim a window of time as possible."*

The Riello UPS and Computer Power Protection teams were committed to achieving the installation in accordance with Shaun's tight

timeframe. Shaun says, *"We were able to complete the entire project and have everything up and running within less than 48 hours, starting on a Friday night and finishing in the early hours of Sunday. I was really impressed by how hard the team worked and by the level of efficiency and professionalism demonstrated. The install ran very smoothly."*

Securing a Return on Investment

Being able to eliminate the risk of business disruption caused by an unreliable power supply has been invaluable to Häfele, according to Shaun but the decision to invest in new UPS technology was not taken lightly. He says, *"This was a major investment for the business and we needed to have absolute confidence in the supplier before making a commitment."*

From the outset, Riello UPS Ltd and Computer Power Protection were able to reassure us. They have complete confidence in the technology and were able to allay any fears we had in regard to business continuity."

Shaun continues, *"In the past, power stoppages, no matter how brief have had a knock-on effect when it comes to revenue and, for a major sales and distribution centre like ours the financial impact can be significant. The new UPS technology will not only help us to protect against loss of revenue but it will also help us to reduce energy costs and our carbon footprint. As a result, we will soon see a return on investment. And, importantly, by being able to keep our business running, thanks to first-class uninterruptible power sources, we are gaining the edge over competitor companies, who are losing power around us."*

