



Jagex Games Studio

Case Study

About

Jagex Games Studio is one of the UK's largest independent developers of online games. They have developed and self-published over 40 online titles, including 'RuneScape', which holds the Guinness World Record for the 'Most Popular Free Multiplayer Online Game'.

Standby power is necessary to back up Jagex's vital servers and critical equipment in their studio. In the event of a power failure, not only could they lose crucial data, their critical equipment would also have to be rebuilt which would take two to three days. Jagex acknowledged that they couldn't afford this amount of downtime and therefore asked UPS Systems plc to provide them with a UPS.



"I always find the service we receive from UPS Systems to be world class and their work on this project was of the highest standard."

Willem Amoraal,
Jagex Games Studio



The Challenge

UPS Systems supplied Jagex with a 120kVA UPS and a maintenance contract to look after the unit. The maintenance contract included a 24/7 four-hour response to faults. REMO® remote monitoring was also installed to constantly monitor the UPS and provide immediate notification of any faults via text and email.

Four years after the UPS had been installed, REMO® alerted both Jagex and UPS Systems that there was a fault with the UPS batteries.

The Solution

UPS Systems analysed the data from REMO® and an engineer was sent out to Jagex within three hours of the original alert to investigate the problem further. The engineer concluded that a full battery replacement was necessary.

Jagex requested that the work was carried out on a Saturday to ensure enough time to rebuild the servers in case of any power issues.



CLIENT'S PERSPECTIVE

“I was especially impressed with the quick turnaround and response when it came to replacing the batteries in one of our mission critical UPS units. UPS Systems were also able to carry out the work after hours to minimize the risk to our critical systems.”

Willem Amoraal, IT Manager,
Jagex Games Studio

The Outcome

UPS Systems successfully carried out a full battery replacement the following Saturday after REMO® had flagged up the serious fault. The work done by UPS Systems enables Jagex to relax in the knowledge that their vital servers and critical equipment are backed up and they will not lose crucial data in the event of a power outage. REMO® will continue to monitor the UPS so Jagex know any potential future faults will be dealt with immediately.



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