



An Efficient Solution for Domestic and General

Engie are integrated services experts who manage the facilities of warranty provider Domestic and General.

Having a UPS at each of Domestic and General's sites is crucial to supporting their servers; if the company's systems aren't backed up they could lose vital customer data. Engie knew that the existing units were old and inefficient and therefore needed replacing.

UPS Systems plc were brought in by Engie to advise on upgrading the UPS units at three of Domestic and General's UK sites: their head office in Wimbledon, administrative hub in Bedworth and contact centre in Nottingham.



"I can't speak highly enough of UPS Systems, they find solutions rather than problems."

Travis Birtwhistle - Engie

THE CHALLENGE

The existing UPS units were not only old, but had been over specified and the maintenance costs were increasing.

UPS Systems were asked to provide a more effective solution to Domestic and General's standby power requirements. To do this, the UPS units needed to be replaced by newer, more efficient units.

In order to remove each UPS and install new units, a shutdown of the systems would have to take place. One of the challenges facing UPS Systems was finding a suitable time and date for each of the three sites in which Domestic and General could power down temporarily for the installation.

THE SOLUTION

After discussing the timings with Engie, it was concluded that the only time the systems could be shut down was between 11 pm on a Saturday night and 5 am on a Sunday morning, allowing just six hours to remove the UPS and install the new unit.

It took several months to find a suitable date to replace the UPS at the contact centre site in Nottingham. UPS Systems were flexible and able to plan and complete all of the non-intrusive work in preparation for a quick and smooth installation. Once a date was agreed, the existing UPS was successfully replaced with two 30 KVA UPS units in parallel.

The standby power was also upgraded at the company's head office where a single 40 KVA UPS was installed and the UPS at the administrative centre in Bedworth was replaced with a 30 KVA unit. Again, a plan was put in place at both sites to ensure that the installations successfully took place within the six hour window.

CLIENT'S PERSPECTIVE

Travis Birtwhistle, Regional Facilities Manager at Engie said: "I found UPS Systems' communication, service and expertise exceptional. They offered sound advice and knowledge and provided the best solutions possible at extremely competitive prices."

THE OUTCOME

UPS Systems provided Domestic and General with an efficient standby power solution. The new UPS units support the company's systems and their vital customer data. The units use less electricity and give out less heat reducing power costs saving the company money. In addition, each unit now has a three year warranty.

Following the success of the projects, Engie asked UPS Systems to provide standby power at three more Domestic and General sites in Brighton, Frankfurt and Madrid.

THE UPS SYSTEMS PROMISE

The largest manufacturer-independent supplier of standby power solutions in the UK

Widest range of standby power products available

Impartial advice and solutions tailored to meet your continuous power needs

Product specification, selection, sourcing and complete project management

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