

PowerLines

THE RIELLO GALATREK POWER PROTECTION NEWSLETTER

Featuring stories, product news and technical information from the UK subsidiary of Riello UPS Manufacturing srl

SPRING 2004

Latest UPS Equipment Helps Port Talbot's 'Nerves of Steel'

Corus, the international metals company, is a leading supplier to many of the most demanding metal customers around the world. At the Port Talbot steelworks, part of the Corus Strip Products Business, Corus invests in the latest technology required to produce world-class products and services.

Cap Gemini Ernst & Young

Mindful of the risks that can be caused by breaks in the mains power supply, Corus and its IT consultancy Cap Gemini Ernst & Young approached Riello to specify and install a high capacity Uninterruptible Power System (UPS) and generator, capable of supporting Corus' communications network that links Port Talbot to Europe and the rest of the World across a main gateway. Three shortlisted suppliers were asked to quote. The requirement was the best 60KVA three phase rated system at a competitive price.

Technical Energy Consultant (TEC)

Following a site visit and appraisal from a Riello Galatrek Technical Energy Consultant, the recommendation was to use one of Riello UPS' highly acclaimed Master Dialog three phase units with a 60KVA capacity and multi-platform PowerShield² UPS monitoring and control software.

Master Dialog Advantages

Every model in the Master Dialog range uses an innovative double-conversion on-line capability with a transformer isolated inverter output. This means that the load is powered continuously by the inverter, using a EMI filtered, stabilised and regulated sinewave supply. This makes the UPS ideal for LANs, servers, data centres, industrial equipment, communications devices and any application requiring the ultimate in reliable power protection.

Extended Duration Runtime

Master Dialog now provides Port Talbot with an outstanding long runtime solution for its critical IT and data processing applications, with the opportunity to extend back-up power to several hours duration using matching battery extension packs or one of Riello UPS' advanced auxiliary generator solutions.



On-line 24-7 Steel Production at Port Talbot

TeleGuard 24-7 Remote Monitoring

Whilst the PowerShield² UPS software can instigate an unattended, orderly shutdown of the Port Talbot computer network, it also allows Corrus to define their own shutdown procedures, and establish a critical file server shutdown hierarchy. In addition, for complete peace of mind, Port Talbot also specified the Riello UPS Teleguard remote monitoring service. This system monitors the UPS for any changes in operation, linking with the Riello Galatrek service centre. TeleGuard offers round the clock diagnostics and support and enables a Riello Galatrek service engineer to be on-site before a fault situation becomes critical.

Consultant comment:

Cap Gemini Ernst & Young's network engineer working at Port Talbot; "The network now has a much more sophisticated power protection system and lets us sleep at night! The UPS is networked and we can monitor this on site here. Corus also has a 24/7 maintenance contract with a platinum service level agreement from Riello Galatrek. The value of Teleguard has already been demonstrated. We lost power on a modem recently and were contacted by the Riello Galatrek service centre who told us of this immediately, before we detected it ourselves. Most impressive."

Riello is a world leader in power protection. This issue of PowerLines, published by its UK subsidiary Riello Galatrek, is packed with information on how to keep your systems running during a power failure. Other features covered include:

- ▶ CeBit News and Frost and Sullivan Award
- ▶ New IEE Energy forums for 2004
- ▶ New TEC Power Toolkit
- ▶ 21st Century Power Protection and Kent County Council

Flexible **Power** Inflexible **Protection**

Riello
UPS GALATREK

New Products & Services from Riello UPS and a Business Strategy Award From Frost and Sullivan



At CeBIT 2004, March 18th to 24th, Riello UPS will be exhibiting some of the new products and range extensions that have helped to underpin their award winning business strategy.

In **Hall 14, Stand H11**, Riello UPS will display its complete product range from desk top 400VA UPS protection to large three phase industrial modules that can achieve 6MVA. New ranges include the Plug Dialog, Win Dialog Plus, Net Dialog, Dialog Dual, with extensions to the Multi Dialog and Master Dialog ranges.



The new 600kVA Master Dialog UPS

Riello UPS will also be demonstrating at CeBIT their new value added accessories including the MultiCom 362, an 8 way volt-free contact signal generator for remote alarm monitoring, wall and 19" rackmount maintenance bypasses and the latest versions of their PowerShield² UPS monitoring and control software and remote management systems - PowerNetGuard and TeleGuard. A key feature cited by Roberto Facci in the UPS service package now demanded by key customers.

"More Riello UPS customers operate in demanding 24-7 environments. Our latest service software - TeleGuard allows our service centres through out Europe to monitor client UPS and provide site diagnosis and immediate response to alarm conditions".

Frost and Sullivan Recognition

Riello UPS has recently been awarded the European Growth Strategy Leadership Award from Frost and Sullivan, the major market analysts and researchers of the global market for Uninterruptible Power Systems (UPS).

The award is given each year to the company that has demonstrated an exceptional growth strategy based on specific measurement criteria. These include the ability to grow in a maturing market and the strategic mergers, acquisitions or joint ventures made to penetrate new markets.

Riello UPS - double digit growth

Evidence was collated through primary and secondary research methods which demonstrated that Riello UPS had achieved excellent rates of expansion at a time when the majority of the UPS market players had suffered from stagnant or declining sales. The report cited Riello UPS as having achieved double digit growth in a market that expanded by just 2.5 percent.

"We are delighted with the award from Frost and Sullivan", commented Roberto Facci, the Riello UPS Sales and Marketing Director. "Last year Riello UPS probably launched more new products than any other UPS manufacturer. Together with our commitment to providing global service excellence we believe our strategy will continue to deliver exciting opportunities".



The New Plug Dialog for small installations



Safety Critical Work Approved

Riello Galatrek has recently joined the British Safety Council and continues to invest in its management systems and personnel.

Recently Riello Galatrek engineers completed Personal Trackside Safety (PTS) training to ensure the highest standards for safe railside work.

"For our customers and people specifying Riello UPS, our Quality, Occupational Health and Safety, and Environmental management systems provide peace of mind, and a guaranteed approach to what we do"; said Leo Craig (MIEE) Sales Manager for Riello Galatrek. "To install and service large multiple kVA projects within our market place you must be able to demonstrate a professional approach. Our management systems guarantee that our customers achieve peace of mind".

'Best Buy Award' from Computer Shopper

Three Riello UPS were put to the test in the Computer Shopper labs recently when over 18 systems from 6 manufacturers were assessed. The 'Best Buy' award went to the Riello Dialog Plus 1kVA model, described as 'extremely capable' and 'offering solid protection'. For more details and a really useful overview of UPS see the February edition of Computer Shopper or contact



Riello Galatrek on 0800 269 394 or email sales@riello-ups.co.uk or www.riello-ups.co.uk

TEC - Bulletin Board

TEC stands for a specialist Riello UPS division aimed at consultant-specifiers, facilities managers, engineers and installers called Technical Energy Consultants. The TEC team provide a range of support services including UPS system design, selection, support and project management.

New TEC Energy Forums with The IEE



Tony Dowdeswell speaking at The Energy Forum run at Highbury in December

Following the success of last year's Energy Forums at the Arsenal and Leeds United football grounds, Riello Galatrek and The IEE have just released dates of their Spring and Summer program.

Business Continuity

The Energy Forums will explore further the area of business continuity with presentations to prompt discussion on the topics of power system design, electrical cabling, battery selection and maintenance, generator installation, remote field alarms and secure room installation including bomb, fire and water proof facilities.

Specialist Speakers

In addition to representatives from The IEE's Professional Networks team and the Riello Galatrek TEC team, speakers from other leading specialists include:

- ▶ Yuasa Batteries
- ▶ Progress Plant (FG Wilson Generators)
- ▶ Secure IT Environments

Attendance at the seminars provides an opportunity to win tickets to various premierships and five nations rugby matches. Each participant also receives an attendance certificate and information pack.

To reserve places at any of the events, please contact Riello Galatrek TEC on 0800 781 7959 or email tec@riello-ups.co.uk

Alternatively, delegates can download an invitation and booking form from <http://www.riello-ups.co.uk/riello/hm/tec.htm> or visit www.iee.org and click the "The Professional Networks" link



Dates for your Calendar

- ▶ **Newcastle** – Newcastle United FC, St James's Park - Tuesday, 16th March 2004
- ▶ **Edinburgh** – Murrayfield - Wednesday, 17th March 2004
- ▶ **Glasgow** – Glasgow University - Thursday, 18th March 2004
- ▶ **Reading** – Reading FC, Madeski Stadium - Wednesday, 21st April 2004
- ▶ **Manchester** – Manchester United, Old Trafford - Wednesday, 28th April 2004
- ▶ **Birmingham** – Aston Villa FC, Villa Park - Tuesday, 11th May 2004
- ▶ **Cardiff** – Millennium Stadium - Wednesday, 12th May 2004

Dates to be confirmed later in the year include a return to London at Stamford Bridge with further Energy Forums scheduled with our new partners in Belfast and Dublin.

New TEC Power ToolKit

New for 2004 is a wide range of TEC items designed to help in the design, selection and installation of Riello UPS.



The New TEC Power Toolkit

New Technical Manual

New for 2004 is a combined booklet including detail technical specifications and manuals for all Riello UPS. This bound document is a must for any consultant looking for easy access to technical information on Riello UPS.

New Catalogues

The Riello UPS product range catalogues have now been split into two main publications. Both feature a self-selection chart, educational reference piece on power problems, and remote monitoring options including PowerShield² UPS software and the TeleGuard 24-7 service monitoring system.

ICT/Net-Tel Catalogue

This white catalogue has 46 pages of Riello UPS' award winning systems from 400VA to 10kVA.

Networking-Industrial

This blue catalogue runs to 49 pages and covers Riello UPS from the Power Dialog Plus up to the latest 800kVA Master Dialog UPS.

New CD-ROM

The CD-ROM is a multi lingual package providing UPS design information, PDFs, calculators and specifications.

For your TEC Power ToolKit contact

Riello Sales on 0800 269 394 or email sales@riello-ups.co.uk or www.riello-ups.co.uk

Local Power Partners

For more information on your local partner call Riello on 0800 269 394 or visit www.riello-ups.co.uk/riello/hm/ukpartner.htm

Kent County Council Adds Riello UPS to its 21st Century Infrastructure

Riello Galatrek works with a number of leading power protection resellers within the UK. These "local" companies provide consultancy and advice when selecting and installing UPS.

Spotlight on Our Power Partners – Powersense Technology Ltd

When Kent County Council (KCC) needed a reliable power source for their newly fitted out contact centre they turned to Powersense Technology Ltd to come up with the solution. Powersense specified a Master Dialog 120kVA from Riello Galatrek. This is how the installation progressed.

Value for Budget

Kent County Council is one of only 26 of 150 councils to be rated an "excellent" council by the Audit Commission. As such 'value for budget' and efficient services are key to the Council's success. In 2002 the Council sought to consolidate their services, particularly education and social services, into a new contact centre offering call centre type facilities.

21st Century IT

Invicta House in Maidstone was the building chosen, built approximately 15 years ago for an insurance company. The building's new 21st century IT needs required 24/7 operations and suitable power protection in case of mains fluctuations with guaranteed long runtime backup when the mains fail. The building required a large UPS and diesel generator and in March 2003 Powersense responded to the invitation to tender from Kent County Council, which they won against stiff competition from at least four other companies.

Master Dialog UPS

Powersense had specified Riello Galatrek's Master Dialog 120kVA, a three phase

system with approximately 15 minutes run time, and a 375kVA diesel generator.

Alan Brailsford, Commercial Director at Powersense; "We selected Riello as a favoured supplier because of the product range, good, proven product reliability and track record. They have a great range of UPS products and we have always had a good open relationship with them, with full co-operation at all levels. We always find them extremely contactable and responsive. Service at both field service and sales levels is excellent. The relationship has to be good because we were in open tender for the project."

Site Challenges

The generator and UPS were to be sited in the multi-storey car park part of the building, the UPS in a newly constructed room on the 2nd storey built by Morgan Lovell. This room was completed after the electrics and building services housed inside were installed. The site was challenging because of floor loading restrictions. The UPS had to be craned into place and commissioned before the generator was installed two weeks later.

Extensive Commissioning

Extensive procedures insured that the UPS was able to support its critical load. Powersense had to 'load bank' test both the UPS and generator at full load for one hour each. The company also had to carry out a witnessed 'black building test' to simulate a real power failure in order to test the whole system.

Completion to time and budget

The whole project was completed to time and budget, with much of the work carried out at weekends and after hours so that disruption to existing council activities in the building were minimised.



The Master Dialog delivery at Invicta House

Client comment:

Nathan Bolton, Project Technical Lead, in the Information Services Group at Kent County Council;

"The whole project was a success with many challenges presented by the existing site and new demands. It brought out the importance of teamwork between the many different contractors working at any one time on the site. Following completion of the installation it was put to the test with a complete black-out in Maidstone, the Contact Centre was able to continue without any interruption to power, which could have resulted in a major incident and loss of service to KCC and members of the public."

For more information contact Powersense Technology Ltd on
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