



## Powerful Insurance

**Product:**

Eaton® 9170 UPS

**Location:**

San Francisco, Calif.

**Market Served:**

State Government

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*- Kenny Lew, IT manager*

**Background**

The California Department of Insurance is responsible for enforcing many of the state's insurance-related laws. First and foremost a consumer protection agency, the department's top priority is to protect insurance consumers by regulating the industry's practices and encouraging a healthy marketplace.

With branch offices located across the state, the department is comprised of a number of divisions, including rate regulation, fraud, consumer services and market conduct, community relations, policy and regulations, the Office of the Ombudsman, and conservation and liquidation.

**Challenge**

Two years ago, when the organization was seeking an uninterruptible power system (UPS) to protect its Voice-over-Internet-Protocol (VoIP) phone system, the Eaton 9170+ UPS responded to the call.

Above all else, the agency required a solution with high reliability, in order to ensure outbound calls could be placed during an emergency.

"If there was a blackout, all the phones would die," explains Kenny Lew, IT manager for the California Department of Insurance. "Without power, we can't dial 9-1-1."

In addition, the organization desired a UPS with runtime capabilities that could adequately support its phone system for at least one hour.

And, although it did not realize it at the time, the ability to accommodate future growth by adding to its power protection solution would later prove essential for the California Department of Insurance.

**Solution**

With a scaleable, modular and redundant design, the 9170+ is ringing with practical features for telecommunications environments such as that of the California Department of Insurance.

The unit's online design offers the highest level of power protection available, completely isolating connected equipment from all incoming power problems. Even more, the 9170+ eliminates single point-of-failure with N+X power and logic redundancy, providing the highest level of reliability and availability. Because both power and logic are housed in the modules and not in the enclosure, customers gain redundancy for the entire UPS.

The reliability of the 9170+ is further enhanced by ABM® technology, which doubles battery service life and provides advanced warning of the end of useful battery life. ABM also conditions incoming power without depleting the battery, preserving battery power for complete outages.

"It's a very reliable unit," Lew confirms.



Powering Business Worldwide

The California Department of Insurance is also taking advantage of the ease of scalability afforded by the 9170+. Ranging from 3 to 18 kVA with three-, six-, nine- and 12-slot configurations, the UPS adapts to changing IT environments with the ability to add power and/or battery modules. Customers can build a power solution specific to their immediate needs then expand the level of capacity, redundancy and runtime as desired through plug-and-play 3 kVA power and battery modules.

For the insurance agency, this benefit has proven exceptionally valuable, as the organization is preparing to purchase additional power modules so it can add eight mission-critical servers to the existing UPS load.

"It works out great," Lew enthuses. "With the 9170+ we currently have, we don't need to purchase additional UPS units in order to add on our servers. The expandability is a major part of the unit."

The option of extending battery runtime as desired is also a welcome advantage for the agency. The department's enclosure currently houses 36 battery modules, which meet the organization's requirement for 60 minutes of runtime in the event of a prolonged outage.

The option to supplement the 9170+ with an on-site service plan that provides corrective maintenance was also a key selling feature for the agency, according to Lew. "Our ability to invest in a support maintenance agreement was huge for us," he says.

## Implementation

With universal components that easily fit into any slot without affecting the operation of the system or the protection of the critical load, the 9170+ is exceptionally simple to install and configure. Available in a sleek tower design that occupies minimal floor space, the unit also has the ability to be easily rack-mounted. Furthermore, its ongoing performance and serviceability are eased by the unit's hot-swappable power and battery modules, which weigh less than 30 pounds each.

Prior to installing the 9170+ in the California Department of Insurance's server room, an electrician completed wiring for the unit. An Eaton customer service technician (CSE) then arrived on site to oversee the startup.

Because the City of San Francisco mandates that the department's server room includes an emergency power off switch, Lew says that special wiring was required in order to install the UPS to proper code specifications. "The Eaton technician was able to work with the electrician to resolve this," he reports.

## Results

Since deploying the 9170+, there is a whole new level of insurance being experienced by the department.

"Knowing that our phones will stay up for emergency calls, and that our servers will have enough time to properly power down during an outage, provides great peace of mind," Lew acknowledges.

With the 9170+, the California Department of Insurance is now able to:

- Provide 7x24 uptime for its phone systems, with the ability to make emergency calls whenever needed
- Add power modules to accommodate the protection of its servers, with the unit's scalable, build-as-you-grow approach
- Ensure the highest level of protection for its critical equipment
- Achieve desired runtime with additional battery modules



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