



## Cable Company Tunes Into Ultimate Protection

**Product:**

Eaton® 9355 UPS

**Location:**

Keller, Texas

**Market Served:**

Cable TV

*"I'm impressed with how small it is and how much power we get out of it."*

*- Dennis Williamson,  
central office manager*



Powering Business Worldwide

**Background**

As a provider of communication and entertainment services with industry-leading customer service and support, OneSource Communications offers phone, cable TV and high-speed Internet services to residential and business customers throughout Northeast Tarrant County, Texas.

The company broadcasts more than 350 channels of movies, sports, news, children's programming, Spanish language programming, digital music and high-definition television.

**Challenge**

Ensuring that viewers are able to witness the torch-snuffing of the latest castaway to be voted off *Survivor*—not to mention savor every moment of Simon Cowell's weekly chastising of *American Idol* contestants—is the responsibility of Dennis Williamson, manager of OneSource's central office.

The site houses virtually all of the electronic equipment needed to operate the company's cable system, including a receiver for each TV channel, as well as a variety of servers and other AC-powered equipment that keep the airwaves up and running.

When it comes to delivering continuous uptime to this extensive range of cable TV equipment, the biggest scene stealer is a high-quality uninterruptible power system (UPS). Yet last year, after experiencing problems with its previous single-phase UPS model, OneSource sought to cast a new solution capable of safeguarding its critical equipment even after the final credits have rolled.

"We came to the conclusion that it would be about the same price to repair the old UPS as it would be to buy a new one," Williamson explains. "More importantly," he adds, "we weren't sure the old one would be able to handle the full load."

Having seen a few episodes of *CSI* in his time, the central office manager was quick to piece together the most important features required in a new power protection solution, with exceptional reliability topping the list.

"The UPS is protecting all of that equipment," Williamson emphasizes. "It's very critical. On a scale of one to 10, it's a 10."

In addition to providing battery backup in the event of an extended outage, the company desired a UPS that would completely filter incoming power and protect devices against the various power anomalies and recurring lightning strikes experienced at the central office site. Furthermore, OneSource wished to upgrade to a three-phase solution to help balance its wide range of loads, but at the same time, needed a unit that wouldn't occupy significant space within its equipment room.

**Solution**

After auditioning several different UPS models, the Eaton 9355 emerged as the breakout star for the cable TV company. The 30 kVA double-conversion, three-phase UPS completely isolates connected equipment from utility power to safeguard against all nine of the most common power problems.

"Lightning protection was a huge part of what we needed," reveals Williamson. "For us, it was as big a part of the protection scheme as needing backup when we lose power. As much as we need the battery backup, being able to get filtered power meant a lot to me."

Noting that OneSource's previous UPS was prone to reliability issues, Williamson recalls, "Almost every time we had a lightning storm, it would affect some of our equipment."

Not so since the 9355 debuted at the central office. "We had a heck of a storm the other night," Williamson shares, "but this UPS has helped me to breathe a lot easier."

Adding to the 9355's exceptional level of reliability is a high 0.9 output power factor, which enables the unit to power more equipment than competitive UPSs of equivalent VA rating that have lower power factors.

Even more, with a sleek tower configuration that includes internal batteries, the 9355 delivers a high power density per square foot. In fact, the space-saving package occupies half the footprint of previous generation systems, with 30 kVA models measuring just 66 inches high, 20 inches wide and 34 inches deep. The smaller 10-15 kVA units are only 32.2 inches high, 12 inches wide and 32.5 inches deep.

"I'm impressed with how small it is and how much power we get out of it," Williamson acknowledges. "I really needed something to balance things out here," he adds. "We were way out of whack on our phases. The 9355 has really helped out."

Generator compatibility was another key factor that OneSource needed in a UPS solution. The 9355's low input current distortion, which allows maximum transfer of power between the power source and the protected load, makes the unit exceptionally friendly to generators.

OneSource also appreciates the runtime capabilities afforded by the 9355, whose internal batteries deliver three times more runtime than competitive equivalents. Beyond that, users have the ability to easily bolster runtime by adding extended battery modules (EBMs).

"We're planning to add another battery bay to the unit," Williamson reports. "Right now I don't have as much backup as I feel I need."

Although the company is currently operating with 16 minutes of runtime, Williamson would like to expand to at least 30 minutes, "just in case we have a problem with our generator," he explains. "The generator will normally kick on immediately, but just in case it ever fails."

For added assurance, OneSource relies on the 9355's bundled LanSafe power management software to ensure data integrity during power anomalies. The company is also using the ConnectUPS Web/SNMP card to take advantage of remote monitoring and advanced communication capabilities.

"I'm really pleased with LanSafe," notes Williamson. "I like that it gives you long-range stats and is very simple to use. The Web page GUI is also very good." Williamson also praises the 9355's ease of use. "I'm really happy with it," he enthuses.

## Implementation

Deploying the 9355 UPS within OneSource's switch room was a process that required careful planning. Because the site had to be rewired in order to accommodate three-phase power, all of the company's equipment had to first be shut down and then powered back up. To cause the least amount of disruption to its viewers, OneSource opted to complete the installation at 4 a.m.

An Eaton customer service engineer (CSE) arrived on site to configure, test and start up the unit. "He was more than willing to come out at that time," notes Williamson. "He certainly understood that I absolutely had to make that window."

The entire installation was executed with ease and within OneSource's desired one-hour timeframe. "The technician really did a thorough job and I really appreciated it," notes Williamson. "It's a pretty big deal when we turn off all the cable TV."

## Result

Since its deployment, the 9355 has been earning rave reviews from OneSource. "It's definitely critical for what we do," Williamson says, adding that he is grateful to have selected the model. "We made the right choice; it's been very stable. I would recommend Eaton, there's no doubt."

Perhaps the greatest role the 9355 is playing is removing any drama from OneSource's daily operations. "Being the manager, everything falls on me," Williamson acknowledges. "The UPS gives me the level of protection I need so I can sleep a lot better at night. I'm not worried about a storm rolling in and knocking out pieces of our equipment."

With the 9355, OneSource is now able to:

- Ensure the uptime of cable TV programming
- Receive continuous, clean filtered power to all of its critical equipment
- Expand battery runtime as needed with the ability to add EBMs
- Achieve network accessibility and remote monitoring capabilities with software and connectivity



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