

The Power Protection Agenda for Government Agencies

Total, integrated solutions for the specialized needs of agencies, schools, public health and safety

Application Note

Today's growing government IT operations support critical applications

All of these IT facilities depend on an uninterrupted supply of clean power.

Powerware provides a full range of services that complement the industry's leading line of Uninterruptible Power Systems (UPSs) to deliver true turnkey power quality systems.

Reliable electric power is critical in the commercial sector, but nowhere is it more important than in the delivery of public services. Today's growing government IT operations support critical applications involving healthcare, education, public safety, defense, and much more. All of these IT facilities depend on an uninterrupted supply of clean power.

To ensure that those needs are met, Powerware offers complete, integrated power protection solutions for customers at all levels of government—federal, state, and local. Our unique approach provides a full range of services that complement the industry's leading line of uninterruptible power systems (UPSs) to deliver true turnkey power quality systems.

A portfolio of Integrated Services

Integrated Services are at the heart of what Powerware offers CIOs and other customers in the public sector. We understand that the pressure is on to accomplish goals quickly, within limited budgets. That is where our expertise in power protection can become one of your greatest assets. We not only set the world's standard for UPS reliability, we also offer the industry's most flexible range of design engineering, project management, and support services.

Powerware can truly "do it all" -- whether you require a completely outsourced turnkey solution or a single-module UPS installation. At the federal level, we are on multiple GSA schedules for products and services, with more than 1000 systems delivered to the U.S. Air Force, Navy, DOD, FAA, DOE and NASA, to name just a few. Not all of our systems are large, however; we can also tailor a solution to meet the needs of any agency or institution, from a 911 center to an entire university campus.

Power Quality Audit

Transient and often undetected power conditions can result in damage to your mission-critical operation. An in-depth on-site Power Quality Audit by our power protection experts will assess your facilities, including wiring, loading, line



balance, polarity grounding, harmonic distortion, and more. Detailed findings and data analysis are provided in a written report.

System design/build

Based on our specialized knowledge of critical power systems and equipment, we have the ability to turn conceptual ideas into flexible, practical solutions. Our up-front planning includes detailed specification of equipment layout and control wiring.

The design process usually starts with a site survey, during which we can evaluate the existing physical layout, as well as legacy and future building loads. Analyses can be performed for cost/benefit, power protection coordination, and product selection. In completing the design, our team will deliver a plan that is complete, accurate, and practical through all phases of construction. We provide standard or custom designs to match your needs.

Engineering and installation

Our engineering services include expertise in electrical, civil, structural and mechanical engineering. We have full AutoCAD and drawing capability, certified grounding systems design capability, and will perform full system and material design and specification. Our teams translate installation design concepts into fully engineered construction documents that save time on the job site.

When it comes to installation, Powerware has a long history of success stories involving highly critical systems, and we have completed a

number of installations demanding zero downtime. Our on-site construction management and engineering staff know the practical aspects of integrating power protection into existing buildings as well as buildings under construction.

Project management and procurement

In addition to coordinating installation on your site, we perform scheduling using the most advanced tools available. Our familiarity with the power equipment commercially available—and a certain amount of “purchasing power”—can save you time and money. We bring a select group of highly-qualified suppliers of OEM equipment to meet the needs of your project. Because of the large number of installations we have managed for our customers, we can negotiate with and manage other vendors through a process that meets your timetables and budget.

Deployment and logistics support

In startup and testing, our responsibility is to validate total power operation. We can train your operators to proficiently perform power protection equipment startup, shutdown, and maintenance. If desired, Powerware can provide additional training after installation, at your location or in our own National Training Center. System documentation can be consolidated and provided in a variety of media.

Maintenance and support

With 300 Customer Support Engineers (CSEs) in North America (1200 internationally), Powerware Global Services technicians are always there when and where you need them. This integrated team of technical experts, logistics specialists, and customer support associates continues to provide the absolute best in service after the sale.

- ▶ We deliver 7x24 factory-certified service support directly to you, including on-site corrective and preventive maintenance, battery solutions, service training, remote monitoring, integration services and OEM spare parts
- ▶ Powerware has more CSEs than any other UPS manufacturer, and we operate a central training facility, where our CSEs return for continuing education on the latest products, system upgrades, and diagnostic tools
- ▶ Our Global Services call center consultants are available to you 7x24 to answer your in-depth technical questions and to schedule on-site services

Reliable service offerings based on a reliable product line

Powerware has the product line and the expertise for any mission-critical UPS installation. Our UPS offerings range in size from single-phase desktop to three-phase parallel redundant systems that serve sites as mission-critical as the NASA Manned Space Flight Control Center and the Situation Room at the White House. Leading financial, healthcare, and telecom centers rely on Powerware as well.

The Powerware UPS product offering includes:

- ▶ A complete line of the most reliable UPS products to meet the needs of your specific application
- ▶ Advanced technology provides you with the highest system availability
- ▶ Our patented Hot Sync® eliminates any single point of failure in parallel UPS installations
- ▶ The exclusive Advanced Battery Management (ABM®) capability extends battery service life, and enhances backup predictability by giving you advance warning in time to replace the batteries; in contrast, most competitors simply indicate when the batteries are dead with no advance warning
- ▶ Award-winning power management software gives you insight and control
 - ▶ Enables IT administrators and facilities managers to proactively manage crucial systems, from basic monitoring and shutdown to predictive analysis and power management
 - ▶ This management function can be performed from your desktop, your mobile devices, or through integration with your existing network and building management systems

Call on Powerware to implement your power protection agenda

The delivery of public services, as well as public safety and security, all depend on reliable electric power. As you make plans for new installations, or to upgrade existing facilities, don't overlook the critical aspects of power protection. For a consultation from the experts on power protection and the integrated services that support them, call Powerware or your nearest Powerware representative.

Powerware

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The logo for Powerware, featuring the word "POWERWARE" in a bold, serif font. Above the letters "O" and "W" is a thin, curved line that arches over the top of the letters.