

## Success Story: Zayo

Market Served  
Data center



# Eaton's historic reliability stands out for Tennessee colocation

#### Location:

Nashville, Tenn.

#### Segment:

Colocation

#### Problem:

Pledging 100% uptime in its facilities prompted the colocation provider to upgrade its existing power protection solution.

#### Solution:

Eaton® Power XPert® 9395 UPS, Service

#### Results:

Thanks to the deployment of Eaton 9395 UPSs, the company doesn't miss a beat when it comes to maintaining 24/7 availability for its customers.

*There's nothing that compares to an Eaton UPS. I've dealt with other manufacturers in the past and Eaton units are by far the most reliable.*

*Mark Helton, data center technician*

#### Background

Since its inception in 2007, Zayo's mission has been to accelerate capabilities for the world's top companies, including wireless and wireline carriers, media and content providers, finance and healthcare organizations, and other large enterprises. Over the years, the company has evolved into one of the leading global bandwidth infrastructure services providers, with calling cards such as high-performance connectivity, secure colocation and flexible cloud services.

Zayo owns and operates an 85,500-mile network in the United States and Europe. The all-fiber backbone—6.7 million miles of it—includes connectivity to thousands of data centers, enterprise locations, carrier exchange points, wireless towers, media centers, entertainment venues, financial exchanges and cloud providers. With 45 data centers providing carrier-neutral colocation space, Zayo offers fast access and interconnections to the most important domestic and international networks, content providers, ISPs and interconnection providers.

#### Challenge

Zayo's most important goal is to meet every customer's precise requirements. With that in mind, the company implements the most advanced technology within its facilities to ensure operational reliability, security, sustainability and standards compliance.

Earlier this year, when Zayo welcomed a technology giant specializing in Internet-related services as a new client, the customer tendered its own list of requirements when it came to power protection within the Nashville data center.

"Their No. 1 concern was reliability," explains Mark Helton, the site's data center technician. "So we decided to upgrade our uninterruptible power systems for reliability and additional capacity."

Hosting approximately 35 customers in the Tennessee facility, Helton acknowledges that even the slightest amount of downtime can be catastrophic. "Obviously no one wants downtime," he says. "For us, downtime represents reputation damage, the loss of critical data for our customers and possible financial ramifications from missed Service Level Agreements (SLAs)."

# EATON

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While superior availability clearly topped the collocation provider's list of requirements, Zayo also desired a UPS offering scalability, ease of operation and efficiency, not to mention a highly reputable service provider.

## Solution

When it came to selecting a manufacturer, the choice for Zayo was clear. "There's nothing that compares to an Eaton UPS. I've dealt with other manufacturers in the past and Eaton units are by far the most reliable," Helton emphasizes.

Zayo simply pared down Eaton's broad spectrum of UPS solutions to the data center models, ultimately choosing a pair of Eaton Power Xpert™ 9395 units. The 9395 delivers unprecedented power performance and efficiency, while providing the highest level of reliability and availability on the market, thanks in part to its inherent redundancy option.

"My level of confidence in these UPSs is the highest possible, an absolute 10," Helton enthuses. "I have no worries at all. I sleep very well at night."

With the pair of 450 kVA UPSs safeguarding numerous servers the 9395s ensure that the mission-critical equipment essential to daily operations is protected 24/7.

Furthermore, by operating at greater than 94 percent efficiency, the 9395 also answered Zayo's desire for sustainability through lower energy costs.

"The energy consumption in the data center has dropped significantly since we deployed the units," Helton confirms.

The 9395's multi-module, scalable architecture is also an ideal fit for Zayo's growing IT environment, as the unit can easily adapt to future changes in load demands and new requirements for high reliability, without requiring the purchase of an additional UPS.

"We are looking to expand eventually, and did consider future expansion when we purchased these units," Helton says. "We were looking to have these units be here for quite awhile."

In a unique twist, Zayo opted to dress up its units with customized colored vinyl skins, with an orange cover indicating the data center's A feed and a gray skin designating the B feed.

"It provides a great visual in case anything ever happens and we need to immediately determine a particular feed," Helton explains. "The skins are more or less an extra level of precaution, but I think they look really good too!"

Equally sharp, notes Helton, are the 9395's new, cutting-edge touchscreens. The 10-inch display — which facilitates in-depth metering and management capabilities — features an intuitive, industrial-grade color interface that is among the largest in the industry.

"They are just as straight forward as you can be," Helton says. "The ease of use and the diagrams are fantastic, and any piece of information you might need is right there at your fingertips."

Indeed, the touchscreens allow Zayo to capture real-time data on efficiency, consumption and load changes. In addition, users can easily view their load profile to see how demand for the operation has changed over time. The new touchscreen provides four levels of access with three being password protected, while supporting 10 languages.

Every 9395 not only includes startup service, but also a full year of on-site 7x24 parts and labor warranty and service protection plan coverage, all at no additional charge. As its units progress past the warranty period, Zayo plans to ensure the UPSs' ongoing performance with the addition of an Eaton service plan that will include regularly scheduled preventive maintenance inspections.

## Results

Deploying the pair of Eaton 9395 UPSs has enabled Zayo to maintain the highest level of reliability within its data center. "They provide absolute ease of use and peace of mind," Helton sums up.

With the Eaton solution in place, the company is now able to:

- Maintain 100 percent uptime for its customers
- Safeguard critical equipment against damaging power problems
- Capture valuable, real-time data through the UPSs' touchscreens
- Easily upgrade capacity or availability thanks to the modular, scalable system
- Preserve the ongoing health and optimal performance of the unit with an Eaton service plan



For more information, please visit: [Eaton.com/9395](http://Eaton.com/9395)

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