



## The ideal insurance policy for underwriters? Eaton 9390

**Location:**

Boca Raton, Fla.

**Segment:**

Insurance

**Problem:**

A new facility required the addition of a new UPS, one that was capable of safeguarding a wide range of critical equipment and maintaining continuous uptime for employees.

**Solution:**

Eaton® 9390, Service

**Results:**

A pair of Eaton 9390 units proved to be the ideal insurance plan for the underwriting alliance.

*“Any IT interruption would force all employees to stop working.”*

*Dennis Poore, senior network and operations manager*

**Background**

Lumberman's Underwriting Alliance (LUA) is a specialty commercial carrier providing property and casualty insurance to assisted living facilities, the forest products industry, plastics manufacturers, professional employer organizations and temporary staffing firms. Licensed in 48 states and the District of Columbia, LUA specializes in workers' compensation, property claims and loss prevention.

**Challenge**

When LUA opened the doors to its brand new headquarters facility in July of 2007, the company recognized the need for a superior power protection solution. Indeed, a highly reliable uninterruptible power system (UPS) was essential to ensure proper protection of the company's mainframe, storage area networks (SANs), servers and networking equipment.

“We insure tens of thousands of businesses and people,” reveals Don Pavlik, building superintendent. “Uptime is a key critical factor in our environment.”

“Any IT interruption would force all employees to stop working,” adds Dennis Poore, LUA's senior network and operations manager. “There is also the possibility of fines to the company if certain tasks are not completed on time.”

With exceptional reliability topping its list of prerequisites, LUA sought a best-in-class power protection solution for its new headquarters. Considering that space was at a premium, the company sought a small footprint, as well as a UPS that was compatible with its backup generator. The firm's search led straight to Eaton.



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## Solution

LUA deployed a pair of Eaton 100 kVA 9390 UPSs, one in its first-floor equipment room and the other within the mission-critical data center on the building's second floor. The company gained everything it was seeking from the three-phase 9390, which combines technical innovation with a rich feature set to deliver an impressive combination of power performance, battery management, scalable architecture, flexibility, power density, and warranty and service.

Most importantly, the UPS's double-conversion, online design offers the highest level of protection available, safeguarding LUA's equipment against the most common power problems, including outages, sags, surges, spikes, brownouts, line noise, frequency variation, switching transients and harmonic distortion. "This is our home office, and if we didn't have these units in place and we had an outage, we could lose a lot of information," Pavlik points out.

The units have certainly been tested over the past several years by a variety of power anomalies and blackouts at the Florida facility. But they have always performed as expected. "The UPSs held the loads," Poore confirms.

One feature that enhances the reliability of the 9390 is its unique battery management system, which relies on advanced technology to extend battery life and optimize recharge time. In addition, an integrated battery management system tests and monitors battery health at all times.

And while the 9390 is big on protection and capacity, it boasts the smallest footprint of any UPS in its class — up to 50 percent smaller than competitors. This advantage made installation a breeze within LUA's new facility. In fact, the 9390 reduces installation time and costs with its slight footprint, as well as the flexibility to install the UPS against walls, using top- or bottom-entry cabling. Furthermore, boasting a transformerless design, the 9390 meets or exceeds all floor loading standards, and its low weight allows the unit to be moved without heavy capital equipment. It can even fit in all standard freight elevators.

LUA was also impressed with a special input circuit inside the 9390 that keeps total harmonic distortion (THD) at less than 4.5 percent at full load without compromising efficiency. As a result, the UPS transfers maximum power between the source and protected load, making it exceptionally friendly to generators.

"Our generator takes about 15 to 30 seconds to come on," Pavlik notes. "The UPS provide the ride-through needed while it powers up."

For those who are green-conscious, the 9390 also delivers unmatched power performance with a high efficiency of 94 percent and output power factor of .90. This advantage not only lowers the total cost of ownership by reducing the amount of power to support protected loads, but also results in less heat, which in turn decreases facility cooling costs.

LUA has also taken advantage of some of the options available for the 9390, including integrated battery cabinets that afford additional runtime and Eaton's ConnectUPS-X Web/SNMP Card, which allows monitoring of the UPS and other equipment via the Web or SNMP.

"We utilize the management card in the UPS to notify us," Pavlik reports.

To ensure the ongoing health of the units, LUA contracts with Eaton to provide ongoing preventive maintenance (PM). "We have to make sure that everything is always up and running," Pavlik explains. "When the technicians come out, they make sure the batteries and everything else are up to snuff."

In fact, the company just replaced some of the units' batteries, which were five years old. "The Eaton technician noticed that the batteries were showing lower levels," Pavlik reports. "I believe in PM because we might see something preparing to rear its ugly head. We may want to keep an eye on it or immediately nip it in the bud."

Pavlik is quick to praise the customer service engineers who regularly inspect the company's 9390s. "Every person who works for Eaton displays politeness, knowledge and expertise in the care of units," he says. "And we get reports immediately letting us know if there are any issues — and if we should address them now or possibly later."

## Results

With the installation of the two 9390s, LUA has achieved an insurance policy of its own. With the units in place, the company is able to:

- Ensure the ongoing reliability and uptime of its equipment
- Save space in its data center and equipment room with the units' small footprint
- Gain compatibility with its backup generator
- Stay informed of all operating conditions through the UPS network card
- Maintain the integrity of its power protection solution with an Eaton service plan



Eaton 9390

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