

## Customer Success Story: Magic Springs Water and Theme Park

Markets served  
IT



# Eaton 9PX UPS is the main attraction for theme park

#### Location:

Hot Springs, Ark.

#### Segment:

Entertainment

#### Challenge:

The amusement park was seeking to upgrade its previous UPS solution with a more efficient and consolidated approach to power protection

#### Solution:

Eaton® 9PX UPS

#### Results:

The 9PX delivered on all aspects of Magic Springs' requirements, providing high availability and efficiency in a centralized solution.

*"We have had a number of outages since installing the unit," Bell reveals. "And during those outages, we have had zero downtime on the hardware connected to the Eaton UPS."*

*David Bell, IT manager,  
Magic Springs Water and Theme Park*

#### Background

Magic Springs offers the ultimate oasis of family fun, offering guests access to dozens of rides, an extensive water park and even a summer concert series. In addition to a wide variety of thrill rides and family rides, the park also features many attractions geared specifically for kids. Furthermore, its water park provides endless enjoyment with colorful water slides, an enormous tipping bucket that dumps 1,000 gallons of water every 10 minutes, and more than 200 ways to get wet and stay cool.

#### Challenge

Ensuring that park doors remain open at all times is essential to Magic Springs' daily operations. While the theme park previously had five individual 1 kVA uninterruptible power systems (UPSs) attached to different servers and networking equipment, it sought to consolidate its power protection solution with a centralized unit capable of protecting equipment well into the future.

Because the park's IT equipment is mission-critical, Magic Springs sought a UPS capable of delivering the highest level of reliability possible. "If power is cut and we didn't have quality backup protection, we would lose our ability to sell admissions to our property," explains IT Manager David Bell. "Our web store would go off line, as well."

Furthermore, the theme park desired a solution offering high efficiency. "Our old units were very power hungry," Bell acknowledges. "After reviewing replacement options from APC, Eaton and Tripp Lite, we chose Eaton based on performance versus cost."



#### Eaton 9PX UPS

An ENERGY STAR qualified UPS, the 9PX's graphical LCD interface and robust power management software makes managing your UPS easy — even in virtualized environments.

# EATON

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## Solutions

Now safeguarding the theme park's network against a virtual rollercoaster ride of power anomalies is the Eaton 9PX, available in models ranging from 5 to 11 kVA. An ideal solution for both rackmount and stand-alone installations, the 9PX delivers premium backup power and scalable battery runtimes for servers, voice/data networks and storage systems. Most importantly, the unit facilitates an unparalleled level of availability for critical systems.

"We have had a number of outages since installing the unit," Bell reveals. "And during those outages, we have had zero downtime on the hardware connected to the Eaton UPS."

Enhancing the reliability of Magic Spring's 8 kVA unit is Eaton's exclusive ABM® battery charging technology, which relies on sophisticated sensing circuitry and an innovative three-stage charging technique to extend the useful service life of the batteries while optimizing recharge time. In addition, ABM technology provides up to 60 days' notice of the end of useful battery service life, allowing ample time to hot-swap batteries without ever having to shut down the connected equipment.

The 9PX further bolsters reliability with hot-swappable batteries, an internal bypass, and optional maintenance bypass and extended battery runtime modules. Even more, the unit's exceptional power factor provides up to 28 percent more wattage than comparable UPSs, enabling users to connect more devices.

"We were looking for a unit that would suit our power needs for the next five years," Bell confirms. "One of the biggest factors for us was the 9PX gave us room for future growth."

Magic Springs was also impressed with the high efficiency rating of the 9PX, which helps save money and protect the environment through energy efficient operation. In fact, the ENERGY STAR® qualified UPS boasts the highest efficiency rating in its class, achieving up to 93 percent in normal operating mode.

For Bell, the centralized solution has significantly alleviated maintenance and management headaches associated with the company's previous deployment of multiple smaller UPSs. "Plus with the separate units, we always had to be careful about spreading out the load," he adds.

Magic Springs is seeking to further ease management of its virtual network by deploying Eaton's Intelligent Power® software. The solution, which features all of the tools to monitor and manage power devices across the network even in virtualized environments, combines the most critical applications to ensure system uptime and data integrity. IPS not only offers power monitoring and management, but also graceful shutdown during an extended power outage and extensive notification capabilities.

"We currently aren't using the management software, but there are plans to get it up and running this off-season," Bell explains.

Even the deployment of the 9PX, which was installed in an equipment closet, went off without a hitch. "We did the install ourselves, and it couldn't have been smoother," Bell reports.

## Results

When it comes to ongoing power quality, there are definitely no wild rides at Magic Springs. Instead, with the 9PX in place, the company is now able to:

- Provide high availability and uptime to its servers and other critical devices
- Easily manage its power protection solution with a single, centralized UPS
- Protect more equipment with the unit's high power factor
- Slash energy consumption with the high efficiency of the 9PX
- Gain a cost-effective solution capable of meeting its power needs well into the future

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