

TEC Case Study



Kent County Council Adds Riello UPS to its 21st Century Infrastructure

When Kent County Council (KCC) needed a reliable power source for their newly fitted out contact centre they turned to Powersense Technology Ltd, to come up with the solution. Powersense specified the Riello Master Dialog 120kVA UPS.

Kent County Council is one of only 26 of 150 councils to be rated an "excellent" council by the Audit Commission. As such 'value for budget' and efficient services are key to the Council's success. In 2002 the Council sought to consolidate their services, particularly Education and Social Services, into a new Contact Centre offering call centre type facilities.

Invicta House in Maidstone was the building chosen, built approximately 15 years ago for an insurance company. The building's new 21st century IT needs required 24/7 operations and suitable power protection in case of mains fluctuations with guaranteed long runtime backup when the mains failed. The building needed a large UPS and diesel generator and in March 2003 Powersense Technology responded to the invitation to tender from Kent County Council, which they won against stiff competition from at least four other companies. Powersense had specified Riello Galatrek's Master Dialog 120kVA, a three phase system with approximately 15 minutes run time, and a 375kVA diesel generator.

Alan Brailsford, Commercial Director at Powersense;

"We selected Riello UPS as a favoured supplier because of the product range, good, proven product reliability and track record. They have a great range of UPS products and we have always had good open relationship with them, with full co-operation at all levels. We always find them extremely contactable and responsive. Service at both field service and sales levels is excellent. The relationship has to be good because we were in open tender for the project."

Powersense is a Power Solutions Partner

Powersense Technology Ltd. was formed in 1987 by the two current directors, Alan Brailsford & Grahame Mason. Both have extensive experience of UPS and Mains Disturbance Monitoring equipment. The Powersense Mains Disturbance Analyser is one of the best single phase monitors available and is in use with many leading companies throughout the UK and Europe. This in-depth knowledge of mains disturbance problems and their cause and effect has enabled Powersense to offer the best consultancy and advice, leading to the most suitable UPS solutions for customer requirements. Powersense supplies and installs UPS systems for both single and three phase applications right through an extensive power range. No project is too small or too large. The company works nationwide and exports Worldwide.

About Kent County Council

Kent County Council covers an area of 1,440 square miles and has a population of over 1.5 million. Its administrative centre is the town of Maidstone. Kent suffered in the 1980s: the East Kent

Coalfields closed, the Naval Dockyard closed; seaside holidays

email sales@riello-ups.co.uk service@riello-ups.co.uk

The Master Dialog delivery at Invicta House

in England went out of fashion and manufacturing jobs halved. People in the west and north of the county have increasingly turned to commuting out of the area for work, while those without access to transport have found it hard to get well-paid jobs.

However, the last 10 years have seen big changes: the Channel Tunnel; the private sector has grown and brought economic benefits, particularly business and financial services; Kings Hill, Ashford and Bluewater developments are major successes with benefits for employment and the local economy. Kent has also been successfully marketed as a tourist destination. More investment is coming: the Channel Tunnel Rail Link; the Thames Gateway; exciting proposals for Dover Docks Westport and London Manston Airport; and possibly another Channel crossing.

Kent has over 600 schools, 4 Universities and 8 Colleges as well as an Adult Education service with twice the national average of enrolments. There is a network of 678 computers in libraries with free access to the Internet.

For more information on the Master Dialog UPS featured here:

- www.riello-ups.co.uk/riello/hm/ert.htm



TEC is a specialist consulting team within each Riello UPS company that provides project management, design, specification, and installation advise for both standard and bespoke Riello UPS designs. Each TEC member is appointed based on their engineering background and experience within the power protection field. For more information call **0800 781 7959** or email tec@riello-ups.co.uk