

Customer Case Study

Multi Dialog Protects Retail Logistics Supply System

When you're in the business of supplying one of the country's top retailers, speed and efficiency are key to the success of the organisation. When your key customer is Marks & Spencer, a company where quality and service are bywords, you need to ensure that your systems are the best in the industry.

Power Continuity Solution

When Joint Retail Logistics, the joint venture set up by Exel and Tibbett & Britten to deliver non-food product for Marks & Spencer, needed a power continuity solution for its main operation in Coventry, they approached Riello Galatrek for help. Joint Retail Logistics' operations are core to the success of the St Michael brand and any equipment used by the company has to meet its very high standards.

Andy Collinson, head of IT at Joint Retail Logistics:

"We canvassed a number of power protection suppliers in the sector, and came to the conclusion that Riello Galatrek's service ethos provided exactly the sort of commitment we need from a business partner. Riello Galatrek advised us on the correct size and type of uninterruptible power systems for our needs, and this was delivered on time and according to specification. The company also arranged the installation of the unit on site, exactly as they had promised," adds Collinson.

Marks & Spencers Supply Chain

Because Joint Retail Logistics has to keep Marks & Spencer's supply chain running at peak efficiency, it was deemed essential that critical systems could keep running in the event of a power outage. The company already benefited from the installation of on-site generators, but needed a UPS solution that could supply enough current to maintain an effective operation, should the mains fail.

Riello Galatrek suggested that its Multi Dialog MDM Uninterruptible Power System - in a 20kVA capacity - would be ideal for the crucial equipment that Joint Retail Logistics wanted to protect. Installation has enabled the company to continue to run its full compliment of PCs and servers, as well as the systems that control the on-site conveyor, between mains failure occurring and the generator banks powering up.

Multi Dialog Benefits

What is it about the Multi Dialog from Riello UPS that makes it the ideal choice for retail use? Firstly, every Multi Dialog uses dynamic input and output filters to protect the critical load from upstream electrical pollution. These state of the art filters even continue to provide spike and electrical noise protection when the unit is in static bypass mode.

Secondly, every model can generate a stable sinewave output over a very wide input voltage range, without the need to resort to battery power. This allows Multi Dialog to deliver high quality mains power even down to 140 volts AC. What's more, an exceptional ride through capability allows Multi Dialog to handle mains power failures of up to 40ms, without switching to battery power.



Another delivery from Joint Retail Logistics leaves on time

Finally, Multi Dialog technology enables the UPS to adjust to the characteristics of the mains power supply and the sensitivity of the connected load. Multi Dialog's on-line mode uses the traditional double-conversion principle, where the inverter continuously power the load, for a stable, break-free supply. In economy mode, efficiencies exceeding 98% are possible - ideal for locations where the mains is relatively stable, or the load less critical.

For more information on the Multi Dialog UPS featured here:

- www.riello-ups.co.uk/riello/hm/mrt.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 on Riello UPS TEC in the UK call **0800 781 7959** or email tec@riello-ups.co.uk