

Customer Case Study

Riello Galatrek Meets the Brief at International Lawyers Norton Rose

The international law firm, Norton Rose runs its worldwide IT operations from its headquarters in London. A consistent power supply is essential for its 24/7 demands from over 23 offices across Europe, the Middle and Far East.

IT Upgrades Lead to Increased Power Demands

With a number of IT upgrades over the past few years specification of Norton Rose's power needs soon became more complicated. A new generator was required and an uninterruptible power system (UPS) to protect against any power failure. Riello Galatrek were recommended by Norton Rose's electrical contractors Sloane Electrical & Mechanical Ltd. & Parker Wilson building services consultant engineers. They needed a UPS supplier who could deliver to a tight specification in two weeks. Alongside other UPS suppliers, Riello Galatrek proposed a solution for Norton Rose which would not only meet the needs for the best solution but also meet these needs within tight timescales.

Simon Macarty, Planning and Control Manager at Norton Rose;

"It took two weeks from our initial phone call to Riello Galatrek's site installation. During our initial meeting with them it became apparent that the solution they were proposing for power protection was ideal and what's more, they could meet our timescales. The cost for everything, which included a 3 year off site monitoring contract, made signing up with Riello worthwhile, it was so good. The installation went really well. Delivery was made through the contractor and Riello Galatrek installed within the timescales. They had to shut down the whole power system over a weekend on the Saturday morning and power was back up that evening. Riello Galatrek were on site on the Friday to decommission the old UPS and remove it on the Saturday, then they installed and commissioned the new Master Dialogs."

Master Dialog UPS selected

Norton Rose has two Riello Master Dialogs, one 20kVA unit in Kempson House, the other 60kVA Master Dialog in nearby Stone House, plus associated battery upgrades and SNMP monitoring using the PowerShield² software package.

Remote UPS Monitoring

The PowerShield² software looks at what is happening regarding any power issues. Members of the IT department can sit down & look at how the UPS and power supply is performing from any enabled PC anywhere on the network. This saves time for key IT personnel. Norton Rose also has Teleguard installed so that the Riello Galatrek service centre can monitor the UPS remotely. In the event of a failure they have a list of contacts to reach in an emergency.

Phone lines disconnected

The first and only time this has happened was when Riello Galatrek phoned to tell Norton Rose the phone lines had been disconnected. The lines had been reconnected incorrectly by phone engineers. Norton Rose has had no problems since, despite a very active IT programme of work around the UPS units.



A cut-out shot of a Master Dialog UPS showing the sophisticated technology

Simon Macarty;

"The boxes are doing their job leaving us free to concentrate on other key IT activities." He added; "We had never heard of Riello Galatrek before but they came highly recommended and were really helpful and professional. We would certainly use them again."

For more information on the Master Dialog UPS featured here:

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

About Norton Rose

Norton Rose is a leading international law firm operating through a network of offices in Europe, the Middle East and Asia. The firm has over 200 partners, over 1000 fee earners and 2000 staff worldwide. Norton Rose focuses research, know-how and expertise on five strategically important areas where the firm and its clients have particular interests: international corporate finance, financial institutions, transportation, energy and infrastructure and technology (including IP and IT). In all these areas, the firm works primarily for international corporates and financial institutions on large, complex, cross border transactions, offering them the full range of business legal services. More information at: www.nortonrose.com



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