

## new product release

release date: immediate

from Riello Galatrek - UK subsidiary of Riello UPS Manufacturing



## Multi Dialog Power Protection For Organisations Deploying Multi Channel Services and Voice over IP Telephony

**The new Multi Dialogs from Riello Galatrek are multi mode uninterruptible power supplies specifically designed for call centre type organisations deploying Multi Channel Services and Voice over IP telephony.**

By 2007 it is predicted that there will be over 7,000 individual call centres in the UK employing almost 500,000 people. To compete with off-shore rivals call centres are reducing their operating costs, improving customer service levels and deploying leading edge technologies.

Multi Channel Services is predicted to be the leading model for future call centres. It provides the ability to handle voice, web, text and fax messages simultaneously from thousands of callers and takes advantage of the latest developments in communications technologies. Voice over IP (VoIP) allows smaller call centres to locate around a central hub and provide a seamless service to clients using local call-rate connections. Both technologies can be severely disrupted by mains pollution and electrical supply failures.

“Our customers are already heaping praise on the new 10-80kVA Multi Dialogs for their technological innovations, cost effectiveness and power protection features” commented Leo Craig, Sales Manager for Riello Galatrek Ltd. “The UPS have also received third party business continuity endorsements and are gathering industry recognition for their technological advancement.”

Multi Dialogs have been specially designed to support medium sized network applications. They are 35% smaller than traditional transformer based systems making it easier to find them a space within compact computer and plant rooms.

The UPS design is modular in approach with a Mean Time Between Failure (MTBF) greater than 250,000 hours. Installation resilience can be further increased as up to eight UPS modules can be connected in an N+1 or parallel configuration. Should any one of the modules fail the load is automatically shared amongst the remaining modules. Service is performed on slide-out trays providing easy access to swap out assemblies.

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Multi Dialog costs less than a traditional transformer based UPS and places less demands on local air conditioning. A traditional transformer based UPS operates at an efficiency of 90% or less. Multi Dialog operates in on-line mode at up to 93% efficiency. This can be increased to nearly 98% by selecting one of the other operating modes including: Economy or Smart-Active.

The UPS utilises input power factor correction (> 0.99) with a sinusoidal input to ensure a very low impact on the mains supply and local emissions. A built-in Active Filter can be specified to achieve a Total Harmonic Distortion of < 4%, meeting the most stringent G5/4 harmonic recommendations.

Easy to access operating and maintenance information is available from the UPS front panel LCD display, mimic panel or remotely. Remote network monitoring connections include two rear-panel RS232 serial ports and a slot-in network adapter card slot.

For more information visit [www.riello-ups.co.uk](http://www.riello-ups.co.uk) or call 0800 269 394 or email [sales@riello-ups.co.uk](mailto:sales@riello-ups.co.uk).

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**This press release is available with pictures and text for download from our publicity website at: <http://www.riello-upspr.co.uk/view/63/>**



*The New Multi Dialog 80kVA UPS*

### Further information:

Robin Koffler of Riello Galatrek Ltd

Email: [r.koffler@riello-ups.co.uk](mailto:r.koffler@riello-ups.co.uk) or [marketing@riello-ups.co.uk](mailto:marketing@riello-ups.co.uk)

Mobile: 07831 154 825 or Tel: DDI +44-(0)1978 729 296 or Fax: +44-(0)1978 729 290

**Riello Galatrek Ltd** - Unit 68 Clywedog Road North, Wrexham Industrial Estate, Wrexham LL13 9XN  
Telephone 01978 729 297 - Sales (UK) 0800 269 394 - Service 01978 729 281 - Fax 01978 729 290/91

Website: [www.riello-ups.co.uk](http://www.riello-ups.co.uk) - Email: [riello@riello-ups.co.uk](mailto:riello@riello-ups.co.uk)

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