

Customer Case Study

UPS Installation and Maintenance for a Leading UK Hospitality Group



Introduction

Uninterrupted Power Solutions was engaged by a well-known hospitality group to deliver a reliable UPS solution for one of their flagship hotels which delivers one of the finest hotel experiences in London.

With guest experience and day-to-day operations dependent on uninterrupted power, and in light of recent power issues in London, a reliable UPS system has never been more critical for supporting the infrastructure that enables the client's business to operate.

The client needed a long-term partner who could design, install, and maintain a critical power system that would quietly do its job in the background, so their team could focus on delivering seamless service.

We were tasked with replacing 3 systems located across the site that back-up the emergency lighting system. This is a critical part of the hotel's infrastructure and in order for the hotel to allow guests to stay, these systems must be fully functional and compliant to EN 50171. (European standard for Central Safety Power Systems, which guarantees the operation of life safety equipment during a power outage).

Due to space constraints, we had to ensure that the new systems would meet the requirements as well as fitting within the dimensions available. We were able to re-use some of the existing infrastructure in order to reduce the amount of space required. The existing battery frames were still serviceable and appropriate for use, so this was one way we were able to keep the footprint small as well as reduce costs to the client.

Challenges and Opportunities

The hospitality environment is time-sensitive and guest-facing, so even a brief power issue can cause frustration and operational delays. This particular site brought a number of specific challenges:

- **Limited space and structural restrictions:** As the hotel is located in the centre of London, this naturally limits equipment size, access routes, and weight limits for certain routes.



- **Live environment:** Work needed to be completed around guest bookings and staff availability, with minimal disruption.
- **Compliance and reliability:** To meet with the customer and contractors, ensuring the delivery route and installation logistics were clear.
- **Long-term support:** They didn't want to rely on ad hoc call-outs. Ongoing preventative maintenance was a priority from day one to ensure the reliability and longevity of the UPS.

Implementation

We began with a full site survey to assess installation logistics, system design, and future access for maintenance. This upfront work allowed us to tailor a solution that matched both technical requirements and the reality of the hotel's operating environment.

Following the site survey, we were able to put together a proposed solution that would directly replace the current solution in place at the time. We determined that the solution in place was all Riello CSS units. Being a trusted supplier and service provider of the Riello brand, it made sense to offer this as the replacement solution. The CSS units offer the EN 50171 compliance required for these types of units and are specially designed for use in emergencies and safety-related applications.

Project delivery included:

- Kick-off meeting with hotel management and contractors to define the scope
- Site visits to finalise delivery routes and access restrictions
- Pre-installation works, including bypass switchgear and room preparation
- Installation and commissioning by Uninterrupted Power Solutions' experienced technicians.

Once commissioned, the system was immediately added to a bespoke maintenance schedule, including routine inspections, battery health monitoring, and 24/7 technical support.





Results

The UPS system was installed on time and to spec, with zero disruption to hotel services. The client now has complete protection for their critical systems, and a proactive maintenance plan in place to keep it that way.

Since installation:

- The system has delivered consistent uptime across all supported areas.
- The client has not experienced any power-related service failures.
- Scheduled maintenance visits have been carried out without issue.
- The system passed its first compliance audit with no remedial actions required.

Feedback from the on-site facilities team has been overwhelmingly positive, with plans now being explored to implement a similar solution at other key sites across the UK.



"We were looking for more than just a quick fix, we needed a system we could rely on, and a team we could trust to look after it. Uninterrupted Power Solutions delivered exactly that. The installation was smooth, the team were excellent, and the ongoing support gives us real peace of mind."

Head of Engineering for the Hotel Group



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