

Customer Case Study:

Financial Services Power Protection: UPS Installation and Maintenance in Practice



Introduction

Uninterrupted Power Solutions worked with a UK-based financial organisation to strengthen the resilience of its critical systems.

The client needed a UPS solution that would ensure business continuity and provide power protection to the data cabinet that supports with business transactions across its client base.

Given the criticality of these transactions, a reliable power source is non-negotiable. The system in place had reached the end of its design life and it was concluded that a replacement system was the best solution to ensure uptime on this critical equipment.

Challenges and Opportunities

Delivering this type of UPS installation in a financial environment requires careful handling.

Systems cannot simply be taken offline, as any disruption directly impacts operations, from transaction processing to customer access and internal workflows. This project presented several key challenges:

- **Work had to take place while the site was fully operational**, so internal teams could continue day-to-day activities without interruption, maintaining service continuity for customers. Careful planning ensured critical systems stayed protected.
- UPS equipment was located within secure areas, where access is tightly controlled, and space is often limited, so **delivery and installation required detailed planning**.
- **Long-term performance was a priority**. The UPS system had to remain dependable, supported by structured UPS maintenance that ensures reliability and audit readiness.
- **The solution had to meet internal and external audit processes**, supported by clear documentation and thorough testing throughout. Critical given the auditing scrutiny that the financial services sector are placed under.



“Projects like this come down to planning and execution. When systems need to remain live, every stage has to be carefully managed to protect operations while still delivering a fully compliant solution.”

**James Abbey, Managing Director,
Uninterrupted Power Solutions**

Implementation

Following an initial consultation, we assessed the existing UPS infrastructure, site access requirements, and ongoing UPS maintenance needs.

The existing system had reached the end of its service life, making replacement the most reliable option for maintaining uptime across critical systems.

The UPS supports the transition period between a mains power failure and generator activation. Although this transfer time is brief, uninterrupted protection is essential to prevent server downtime and protect equipment from power disturbances.

An existing External Maintenance Bypass Switch (EMBS) allowed the UPS replacement to be completed without disruption to the live environment. This enabled the work to take place during normal working hours, reducing operational impact and avoiding additional out-of-hours costs.

We recommended and installed a Riello Sentinel Dual SD2 3000 rack-mounted UPS system, selected for its suitability within the client's environment and long-term reliability requirements.

Project delivery included:

- Site assessment and system review
- Secure access planning and compliance documentation
- Site-specific RAMS preparation
Engineer competency and identification verification
- Coordinated installation within a restricted-access comms room
- Full system testing and commissioning
Ongoing UPS maintenance provision

We also implemented a tailored UPS maintenance package, including:

- Annual Preventative Maintenance
- 24/7 phone support
- Emergency callout cover
- Ongoing system testing and reporting

This ensured the new UPS system could be maintained safely and efficiently while supporting the organisation's operational resilience and compliance requirements.





Results



Consistent uptime across all supported infrastructure



Zero power-related disruptions since installation



A reliable power infrastructure is in place, supporting business continuity and reducing operational risk

Since installation, the UPS systems have provided reliable protection across key infrastructure, supporting both operational continuity and compliance requirements.

Performance has remained consistent, supported by a structured and proactive UPS maintenance approach. The customer has greater confidence in its operational resilience, supported by a clear and proactive UPS maintenance strategy.



Successful compliance audits with no corrective actions required



Scheduled UPS maintenance completed without impacting operations



The whole project has been a success story from start to finish. The team at Uninterrupted Power have been brilliant. Great communication from the office staff, competent and punctual engineers, and we now have a UPS that is up to the task of supporting these critical pieces of kit.

**Financial Services,
Network Manager**



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