



The Southport School gives Eaton top marks in uninterruptible power supply

Location:

Gold Coast, Australia

Situation:

Provide The Southport School with a seamless and reliable uninterrupted power source to help maintain their existing on-premises IT infrastructure model.

Solution:

A future-proof backup solution that meets the requirement of the institution.

Results:

Successful seamless integration of the new UPS into a proven design. End to end service from consultation to installation, after sales service and maintenance.

Background

Established in 1901, The Southport School (TSS) is a premier education institution rich in history and heritage, located in the Nerang River, Gold Coast. A day and boarding school, the state of the art, purpose-built campuses enrol over 1710 students from preparatory to senior school. The backbone of the world-class facilities is a future-ready IT infrastructure which is required to deliver the technology and tools to support the well-rounded education ethos of TSS.

Situated on a site previously occupied by a hospital along the Gold Coast highway, the school's power supply can experience dips and localised issues despite a generally reliable electrical grid.

During an unexpected power outage caused by on-site building works, the existing 14-year-old Eaton 9355 40kVA UPS provided backup power for 7 hours, far exceeding its original designed runtime of 2 hours. This ensured that the senior campus could maintain communications throughout the day, with the battery eventually depleting in the evening outside of work hours. The aged UPS had been well-maintained with TSS adopting in and out-of-warranty service contracts with Eaton, enabling annual preventive maintenance checks and ongoing tech assurance by Eaton.

"It was truly seamless. From engagement to design, implementation, and commissioning, the entire process was flawless."

Richard Humphreys
IT Manager, The Southport School

Situation

With the expanding cohort and evolving educational trends that are more technology driven, TSS IT Manager, Richard Humphreys is tasked with ensuring that the IT infrastructure meets the growing demands.

"You need to consider investing in things like UPS, which are often overlooked in investment decisions," Richard explained. "IT Managers tend to focus on infrastructure like servers, storage, switching, and firewalls which are all important. But without reliable power to support them, they are essentially useless."

Given Eaton's proven record of reliable and efficient backup power systems, along with their customer-first approach, Richard turned to Eaton to implement his vision.

Eaton, in partnership with Data#3, conducted an onsite audit to review the existing equipment and engage in detailed discussions with TSS.

In addition to a like-for-like replacement, TSS required a vendor who could manage a seamless, end to end transition to implementation with few to no disruptions to the daily operations.

Solution

A seamless implementation was required, and Eaton leveraged its expertise and local experience to meet TSS's exacting standards for this project.

The Eaton 93PS 40kVA UPS was recommended due to its ability to support critical infrastructure. The UPS not only meets TSS backup requirements today, it will be able to meet future demands as the school continues to expand.

Having worked closely with TSS over the last few years, Eaton's BDM, Fiona Duffin, designed and led an end-to-end approach. From the decommissioning and disposal of existing assets to the installation and commissioning of the new UPS, Fiona has been the single point of contact for Richard. This streamlined approach ensured a hassle-free and seamless transition for TSS.



Results

Thanks to Fiona's initiative and ability to tailor the process to match TSS's needs and requirements, the project has been a success. With meticulous planning and management, Fiona's customer-first approach provided Richard time to concentrate on other important tasks on the campuses.

"The new UPS has a runtime of nearly 600 minutes, and the implementation was so efficient that it proceeded without needing my input. This reflects the seamless nature of the project," said Richard.

Following the completion of the project, TSS continues to enjoy an efficient and reliable asset that future-proofs their existing infrastructure model, knowing that Eaton's ongoing assistance and support are only a phone call away.

"The ongoing support even after the product is out of warranty is invaluable. The fact that the Eaton team stay in touch and continue to offer assistance long after the initial purchase and implementation is a testament to their dedication."

Richard Humphreys, IT Manager, The Southport School

Eaton also fulfilled another order. At the time of decommissioning, the existing Eaton 9355 UPS which was functioning at peak performance due to the regular servicing and preventive maintenance, was recommissioned to a different site on campus. With the customer-first approach and customised offerings, it has opened future collaboration opportunities between TSS and Eaton.

For more information, contact us at EatonANZ@eaton.com