



“I cannot praise the team at VPS enough.”

- Stuart Blackburn,
General Manager

VPS ring the changes at major UK Call Centre

VPS have recently worked with one of the UK's major outsourced call centres who are a major supplier to blue chip companies such as SKY, Compare the Market and Money Supermarket. They realised that to keep up to speed with the latest in UPS technology, they needed to update infrastructure and review their current systems.

With an already solid relationship in place, VPS' client turned to Value Power Systems to provide an independent technological review that promised to provide the best UPS performance at a highly competitive price.

Upon first inspection VPS immediately found that our clients current UPS equipment was ageing and becoming increasingly outdated. A major shake up of their UPS infrastructure was required and VPS set to work on their requirements, with one eye on future needs due to the client wanting a solution that it could grow with as well as maintain with ease.

Due to the resource sapping nature of the current UPS infrastructure, VPS firstly recommended a shift from single phase to three phase technology which meant a smoother and more efficient service with the equipment that runs on the three phase power proven to last much longer than those that run on single phase power.

Secondly, VPS recommended that the client structure their electrical discrimination so

that any possible future faults could be handled in a more effective manner. Another customer requirement was to outsource more of the client's essential power to people that they could trust, which was beyond the realms of their normal IT competence.

With initial plans agreed, VPS had the initial task of safely removing and disposing current UPS systems on the first and third floors of the building. With difficult access to the building, this was no easy challenge, with all UPS equipment having to be manually handled up several floors.

Once safely disposed, VPS UPS installed 30 and 40KVA UPS systems. The chosen UPS system, delivers an impressive combination of power performance, battery management, flexibility, robust manageability complete with optimum efficiency. All this whilst offering one of the smallest carbon footprints in its class.

Further combining innovation with technological know-how, VPS replaced the existing electrical distribution systems and reorganised the power to critical loads. To ensure minimal disruption for the client, all work was undertaken between by VPS between 10pm and 6am.

The client has been so impressed, that VPS undertook their service contract work for general power areas, which included VPS successfully installing a CAT network and voice over IP cabling.

Following completion of the project, VPS' client has been delighted with the teams work, values and absolute commitment to completing the project on time and within the agreed budget.

The General Manager for the outsource call centre, commented, "It's been excellent and done everything we wanted it to do and more. From initial planning to installation, I cannot praise the team at VPS enough. We look forward to a long and prosperous business relationship between the 2 organisations."

For more information contact us today:

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