



# Tripp Lite Power Protection Brings Maison de la Literie's IT Infrastructure Back to Life

## SUMMARY

### Customer

Headquartered in Paris, France, Maison de la Literie is a major retailer of mattresses and related bedding products. The company owns and operates 100 stores in France, and also leads a franchise network consisting of more than 250 locations in France and other countries. With more than 200 employees, Maison de la Literie's combined annual sales total approximately €140 million.

### Goal

When Maison de la Literie's existing UPS protection failed, knocking vital servers and computers off line, the company required an immediate replacement protection solution.

### Solution

SmartOnline™ True On-Line UPS Systems

- SUINT3000RTXL3U
- SU20KX

### Results

Immediate response and fast installation of a Tripp Lite solution brought Maison de la Literie's IT infrastructure back to life with minimal disruption.

### Customer

Headquartered in Paris, France, Maison de la Literie is a major retailer of mattresses and related bedding products. The company owns and operates 100 stores in France, and also leads a franchise network consisting of more than 250 locations in France, its overseas territories, Spain, Morocco and the United States. With more than 200 employees in France, Maison de la Literie's combined annual sales (directly owned stores plus franchise network) total approximately €140 million.

### Goal

When the sudden failure of UPS systems knocked its entire IT infrastructure off line,

Maison de la Literie was faced with a serious problem. "We require our IT system to be up and running seven days a week, because our stores rely on a real-time connection to the commercial software they use," explained Jerome Boyer, Maison de la Literie's IT Manager. "If this software becomes unavailable, the stores must fall back on manual procedures. Customer orders are slowed down and our company's image suffers."

Needing a quick solution to a serious situation, Boyer turned to Powerplus, a Tripp Lite partner in France. Powerplus handled Maison de la Literie's immediate problem in a timely and professional manner. To replace the failed UPS systems, Powerplus recommended a Tripp Lite solution.

"When Powerplus recommended Tripp Lite, I naturally did some research before making a decision," Boyer said. "I found that Tripp Lite has a good reputation around the world. I was also influenced by the excellent service that Powerplus had already provided. If such a fine company was recommending Tripp Lite products, I felt that we could rely on them to protect our IT infrastructure."

Boyer's decision was influenced by more than just his company's recent power problems. He and his team were also working on an upgrade of Maison de la Literie's website to provide full e-business functionality for the company's customers. "It will be very important for the website to stay on line and run immaculately," he noted. "Any failure could lead to the e-business online shop becoming unavailable. This would inconvenience our customers and cause us to lose sales. For all these reasons, reliable power protection is very necessary."



Maison de la Literie IT Manager Jerome Boyer  
With an SU20KX 3-Phase UPS System



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## CASE STUDY

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#### Solution

Following the recommendation from Powerplus, Boyer chose two 3000VA SmartOnline Single-Phase UPS Systems (Model SUINT3000RTXL3U) and one 20kVA SmartOnline 3-Phase UPS System (Model SU20KX) to protect Maison de la Literie's IT infrastructure, including its soon-to-be launched e-business website.

#### SUINT3000RTXL3U and SU20KX True On-Line UPS Systems

- Protect connected equipment from the harmful effects of blackouts, brownouts, overvoltages and line noise
- Convert incoming AC power to DC, and then reconvert it back into full-time pure sine wave AC output
- Provide reliable battery backup power to ensure continued operation of vital systems, enable data saves and facilitate orderly system shutdown
- Offer expandable runtime capability with optional external battery packs
- Provide complete power network management and control with communication ports and included PowerAlert software

#### Results

Maison de la Literie's new Tripp Lite UPS Systems were ordered and installed in a timely manner. "The installation was very quick and easy," Boyer said. "Now we have reliable power protection for our systems. Overall, we have found the Tripp Lite solution to be reliable and simple. And we have been impressed by the excellent service provided by Tripp Lite's partner, Powerplus."

Now that the Tripp Lite UPS Systems are up and running, Boyer plans to take Maison de la Literie's power protection to the next level by installing PowerAlert power management software. "We expect to begin using it soon, he said, "and based on our experiences with Tripp Lite so far, I am sure we will not be disappointed!"



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