

# TRIPP·LITE

CASE STUDY

## Mercy Ships Hospital Ship Protected by Tripp Lite 3-Phase UPS



### SUMMARY

#### Customer

Mercy Ships provides free medical services and support to people in impoverished nations all over the world.

#### Goal

Have clean, reliable power onboard the Africa Mercy hospital ship to protect key electronic equipment.

#### Solution

SmartOnline™ Modular 3-Phase UPS System  
• SU20KX

#### Results

Successful installation; no more power-related network or communication interruptions.

*“Due to the nature of our environment, onboard a ship off the coast of West Africa, we have had fairly regular unplanned power outages. In each case, the Tripp Lite UPS has performed admirably.”*

—Stuart Clear  
Africa Mercy  
Information Systems Manager



### Customer

Founded in 1978, Mercy Ships is a global charity that provides free medical services to the poor through its hospital ship, the *Africa Mercy*. The ship is staffed by volunteers representing over 35 nations. The medical personnel onboard perform a wide range of medical and dental procedures for impoverished communities like tumor removal, treatment of childbirth injuries and tooth extraction. The organization's work doesn't stop at direct patient care. Mercy Ships provides medical training and mentoring, community health



education and an agricultural training program. They also provide services to improve medical infrastructure in local communities. Since the organization's inception, the *Africa Mercy* and ships before her have performed charity services in nations all over the world.

### Goal

The *Africa Mercy* had multiple UPS systems supporting interconnected equipment. This resulted in disorderly shutdowns during power problems. Additionally, these systems didn't provide dual conversion, causing input fluctuations to affect connected devices. The ship needed a UPS to provide clean, reliable power for the Cisco® network equipment, telephone and satellite communications and closed-circuit television cameras.

The new UPS needed dual conversion functionality but it also had to be compact and rugged enough to serve aboard a ship, where space is at a premium and durability is essential.

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## Solution

### SU20KX SmartOnline™ Modular 3-Phase UPS System

- Protects connected equipment from the harmful effects of blackouts, brownouts, overvoltages, spikes and line noise
- Saves valuable space: power and battery components combined into a single small-footprint cabinet
- 20kVA/16kW power capacity; converts incoming AC power to DC, and then converts it back into full-time pure sine wave AC output
- Provides reliable battery backup power to ensure continued operation of vital systems; enables data saves and facilitates orderly system shutdown
- Expandable runtime capability with optional external battery packs



## Results

Once Mercy Ships decided on Tripp Lite's 3-phase UPS system, it was just a matter of getting it onboard the *Africa Mercy*. It was installed when the ship was docked in Durban, South Africa to have new generators put in. Stuart Clear, *Africa Mercy* Information Systems Manager, described the situation: "We had many planned power outages as the Engineering department reconfigured the generators and power systems. Also, due to the nature of our environment, onboard a ship off the coast of West Africa, we have had fairly regular unplanned power outages. In each case, the Tripp Lite UPS has performed admirably."



Clear was also pleased with the durability of the UPS. "It has been extremely reliable and has given us excellent protection. We have been very happy with it, and it's a vast improvement from our situation in previous years. We now expect that our equipment will last a great deal longer as well."



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