



Powering and Connecting Your World

CASE STUDY

GLIDE
NETWORKS & UTILITIES PROVIDER

Tripp Lite's Expert Support and Reliability Help ISP Power Through

Telecom Company Requires 24/7 Uptime for Customer Service Desk



“The Tripp Lite solution was easy to deploy, is reliable and the support is always there to assist with any issues.”

Andrew Clark, Programme Manager
Glide
Clevedon, U.K.



Customer

Glide is a major provider of utility, network and communication services, based in the U.K. They serve over 400,000 residential, business and student customers, making them the sixth largest Internet service provider (ISP) in the country. Their services include gigabit fiber broadband, edge networks, VoIP communications, smart technology infrastructure, student housing services and innovative utility billing services for leasing agents and multi-tenant property owners.



Challenge

Glide's office in the small seaside city of Clevedon is subject to frequent power problems, including both momentary and longer-lasting power outages. The Clevedon location houses the company's executive offices, as well as the principal customer service desk, making 24/7 availability crucial. Any downtime caused by loss of power affects their clients of all types, negatively impacting business operations and customer satisfaction.

The Tripp Lite Solution

UPS System

SUIN2200LCD2U

- SmartOnline® 208/230V 2.2kVA 1.98kW double-conversion UPS with pure sine wave output
- Individually controllable load banks
- Options for extended runtime and network card



BP48V27-2US

- External battery pack for extended runtime



Power Distribution Unit

PDUMH20HVATNET

- 3.8kW single-phase switched automatic transfer switch PDU
- Enables redundant A/B power option for non-redundant network devices
- Built-in LX platform network interface



Network Accessories

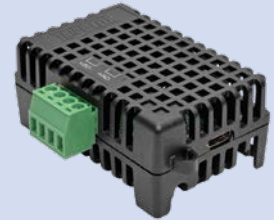
WEBCARDLX

- LX Platform network card for remote management



E2MTHDI

- EnviroSense2 environmental sensor module with temperature, humidity and digital inputs



Results

Andrew Clark, Glide's Programme Manager, stated that Tripp Lite solutions are effectively helping to prevent downtime at Glide's central monitoring and service hubs. In addition, Glide added Tripp Lite products to provide power protection for their edge networks, helping to ensure customers can stay online uninterrupted.

Andrew notes he chose Tripp Lite because it is a major and reliable brand for UPS systems. Technical support played a role in the purchase decision as well. "Support was excellent in helping us choose the right solutions for our varied applications," Andrew said. "The Tripp Lite solution was easy to deploy, is reliable and the support is always there to assist with any issues."



Learn more about Tripp Lite's full selection of power solutions, along with rack enclosures to organize, secure and protect your equipment, at tripplite.com.



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