



Zones expertise and services expedite call center opening

The project

The Zones client, a customer-service oriented financial company, achieved record-setting levels of revenue and was opening new locations. The client's continued growth and success was due to their ability to identify and execute proven strategies for expanding geographic reach. To service its growing consumer base, the client decided to open a new customer call center. This would require a new data center with a power distribution solution to support the call center.

The challenge

In addition to overseeing the day-to-day operations of the financial firm's IT infrastructure, the director of network operations faced the challenge of engineering a data center for the new call center. With multiple projects to complete for the call center opening, the director was faced with the prospect of hiring new staff, which would mean more time managing people and coordinating project schedules.

The solution

The director of network operations called Zones Professional Services to assist with the data center project. Representatives from

both Zones and the client met to gather information, such as the amount and type of equipment to be installed, the desired runtime from the UPS, future growth expectancies, and what type of power was available at the location.

Zones Professional Services team members calculated the expected loads from the call center equipment and determined the amount of cooling that would need to be incorporated into the data center design.

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Client:

A fast-growing provider of financial services, focused on customer service

IT Project:

Help engineer and equip a data center using a third party power solution that will efficiently run the client's new call center

Challenge:

Work with client to map out the correct engineering specs and equipment the data center will need to power the new call center, and determine a viable third party power solution. Provide project management, staff and on-site engineer to oversee data center project.

Solution:

Zones' Professional Services Team managed the data center project from start to finish, utilizing APC for power distribution and cooling solutions. Zones took delivery of the necessary IT hardware, and ensured that the PDUs, cable management devices and UPS were installed properly. The APC team tested the system and trained the client's IT team.

Results:

Zones successfully helped the financial firm design, equip and manage a data center project, efficiently and safely powering their expanded call center. The Zones Professional Services Team addressed key details such as the degree of power and cooling needed for the call load and the right hardware solutions and staff for the job at hand. The Zones team saved time and money for the client's director of network operations, allowing him to concentrate on opening the new call center without having to hire and manage new staff to configure and outfit the new data center.

Data Center Power Distribution

Connecting Business and Technology

The solution (continued)

After the Zones team presented the power distribution options to the company's director, the decision was made to use the APC solution.

To finalize the design, the Zones team created a 3D drawing of the proposed data center that included the racks, cable management, UPS, power distribution units and many other details. The 3D drawing enabled the Zones team and the client's director of network operations to identify and resolve any design issues before work began on the data center.

Zones provided APC products and professional services, including power distribution units, racks, cables, power strips, installation services, and an extended service agreement. When construction delays postponed deployment, the Zones team worked very closely with the client, the contract electrician and the APC team to shift startup and connection days.

Results

Even though construction delays postponed deployment, Zones completed the project on time, allowing the call center to begin operations two days earlier than scheduled. Here are the key products and services Zones provided:

- **Design**—Zones worked with the client to engineer a data center that would support all of the equipment required to run the company's new call center.
- **Project Management**—Zones arranged staffing, monitored schedules and operations, and had an engineer on site to oversee the project.
- **IT Procurement**—The Zones sales team handled logistics of hardware delivery to the site.

- **Installation**—Zones' services included installation of PDUs, cable management devices and UPS. Power lines were run and the emergency power off was mounted. The UPS unit was fully wired and powered on to validate that the solution was ready to go. A firmware update was conducted on each PDU unit.
- **Testing and Training**—Zones ensured the system was tested by the APC team to ensure it was running properly. APC also trained the company's IT staff on how to use the management interfaces and the automatic shutdown software.