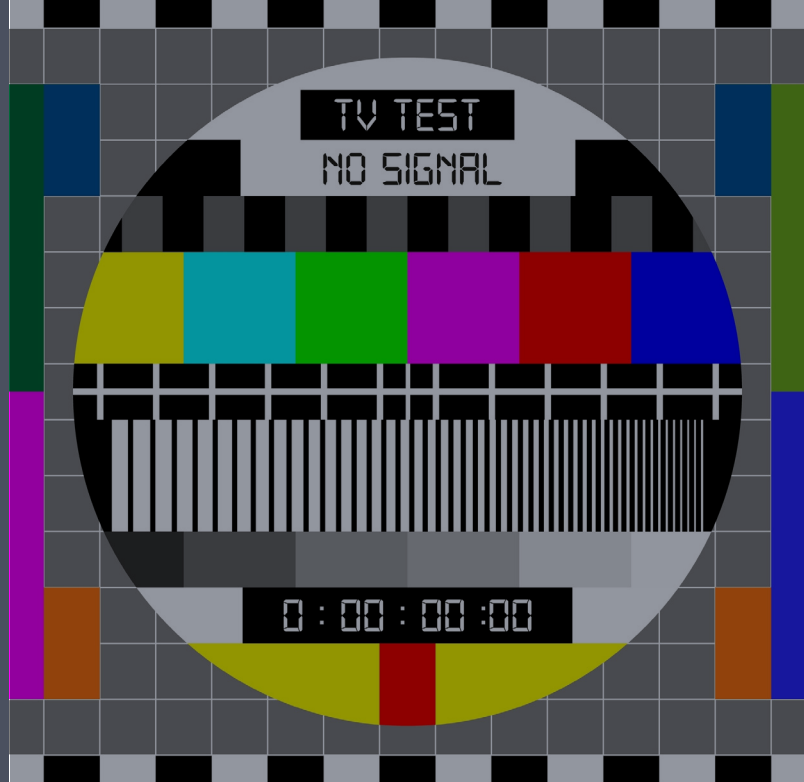


## Case Study

# “We Apologise for the Interruption to this Broadcast”

Anabas



## Project Overview

**Location** | London. UK

**Challenge** | As a facilities management company, you are entrusted to making sure that the work environments for your clients are well managed and maintained so as not to cause any disruption to client operations. That includes when building and refurbishment works are taking place.

**Critical Load** | Broadcast and Communications

**Solution** | Technical issues with the UPS system was putting the client at risk of being unable to broadcast. KUP was able to resolve this in time for the planned building works to go ahead, enabling broadcasting and communications to be continuous.

## Background

Working with facilities management companies is a core aspect of operations for our Projects and Service Sales teams here at Kohler Uninterruptible Power (KUP). As trusted advisors, it is our job to deliver excellent customer service to our partners and their clients, treating them as if they are our own clients.

At KUP we are able to support third party service work and can provide consultancy advice to anyone who feels they may need a second opinion on projects. A great example of this is in the case of working with Anabas for one of their key accounts; a well-known broadcasting organisation, based in London.

Anabas is a leading facilities management provider for premium corporate workplaces across London and the South East of England. As such, they depend on their partners to deliver service solutions without fail.

## Challenge

Their client was undergoing major rebuilding and refurbishment works as part of a £120bn project. For these works to take place, the landlord of the building, needed to shut down the power. The two UPS systems they had onsite should enable broadcasting and communications to be continuous.

On testing, it was found that the second of the UPS systems (UPS 2) were not working as they should with 20 minutes autonomy. The problem was that the UPS couldn't find the second feed and therefore had no resilience. Losing power means being off air which was far from ideal. Anabas reached out to their UPS maintenance partners but they were unable to successfully resolve the issue and within the building works schedule.

## Solution

Anabas had worked with us at KUP on other product installations and maintenance projects so were familiar with our services and how we work. Shaun Hounsham, Business Development Manager, and Stuart Insch, Senior Technical Systems and Supplier Manager at KUP, were able to immediately review in person on a consultancy basis to verify the current installation and determine a solution with the UPS units.

Due to the site UPS electrical configuration, the load was dropped due to an ATS (automatic transfer switch) being on the mains 2 (bypass supply) and not the UPS mains 1 supply. We suggested reconfiguring the supplies, moving the ATS from mains 2 to mains 1 on the UPS. With KUP able to support servicing on the UPS systems and resolve the issue of finding the second feed, Anabas and their client were able to proceed with the planned building works.

Both Stuart and Shaun were able to provide assurance and expert advice, providing peace of mind for Anabas and their client. Following the successful work on UPS 2, KUP were then asked to undertake the same consultancy work for UPS 1 where the installation of an ATS was recommended.



## Result and Impact

Having KUP engineers and the project team available for enquiries and problem solving meant that Anabas could continue to provide excellent customer service to their client. For their client, having continuous broadcasting ability and complete communications was essential. The project for them and their landlord to complete the building works went smoothly and without interruption. The works undertaken for both UPS systems was completed within just 6 weeks and new maintenance contracts have been put into place as a result.

*“Customer service was second to none. The engineers have been superb, covering all bases from solutions to monitoring and reporting. Having KUP willing to go the extra mile has been great. They were responsive and problems were solved straightaway. They understood that urgency is paramount for us when working with our clients. Engineers were on call during each switchover and even when we didn’t need them to be. The whole experience has left us feeling confident moving forward and comfortable that we have now have a contractor and sub-contractors that we can rely on. We will be starting a new UPS maintenance contract in 2025 with KUP, and we are pleased to recommend KUP to others.”*

Sott Hayward, Hard Services Coordinator, Anabas

**PM:** Stuart Insch, KUP Senior Technical Systems and Supplier Manager.

**Service Sales:** Shaun Hounsham, KUP Business Development Manager.

**Client:** Sott Hayward, Hard Services Coordinator, Anabas & James Cottrell, Workplace Manager, Anabas.

If you are looking for a sales and service solution for your power protection equipment, please get in touch with our team at [uksales.ups@kohler.com](mailto:uksales.ups@kohler.com)