

## Success Story: The Humberview Group

Market Served  
IT

HG TheHumberviewGroup



# Eaton UPSs and power distribution units drive uptime

#### Location:

Toronto, Ontario, Canada

#### Segment:

Transportation

#### Challenge:

The dealership sought to standardize on a UPS manufacturer capable of providing an exceptional product line with easy serviceability and ongoing support.

#### Solution:

Eaton® UPSs, ePDUs, Network Card-MS.

#### Results:

The Eaton solution has put the company in the fast lane to high availability and uptime.

*We chose to standardize on Eaton because we found it to be an overall better product and the sales support is great, as well.*

*Danny Knafelc, IT Manager*

#### Background

With 23 car dealerships across the greater Toronto area, the Humberview Group represents more than 16 different automobile manufacturers. Giving customers access to 5,000-plus new and pre-owned vehicles to choose from, the company seeks to offer a world-class experience by drawing on a staff of exceptional employees, partnerships with optimal suppliers, investments in the latest technologies, and by providing the best incentives, prices and selection.

#### Challenges

Considering the company's commitment to client satisfaction, it's not surprising that the Humberview Group will go to any lengths to put the brakes on downtime.

"We are very customer service-focused," emphasizes IT Manager Danny Knafelc. "If our equipment ever went down, our customers' experience would be affected and that would not be good for us."

Just as drivers rely on their vehicles' air bags to deploy during a crash, the dealership recognized the need to put its own safeguards in place to protect its servers, switches and gateways against potentially devastating blackouts and other power issues. With the goal of ensuring that employees never lose access to critical files, the Internet and other essential services, the Humberview Group identified high reliability, easy serviceability and communication capabilities as its most desired features in an uninterruptible power system (UPS).

# EATON

Powering Business Worldwide

## Solution

For the past 10 years, Eaton UPSs have kept the Humberview Group's sensitive electronic equipment operating on cruise control. Regardless of the quality of utility power available, the Eaton units deliver clean, continuous power to the dealership's critical devices.

"The reason we went with Eaton is that they offer a great, high-quality product," Knafelc says, adding that the brand was recommended by the firm's hardware supplier. "We listened to their recommendation, and we were very happy with the results."

A decade later, the company remains satisfied, ultimately electing to standardize on Eaton. With nearly 20 units currently deployed across its various facilities, the company's UPS fleet includes the Eaton 5P, 5PX, 9PX, 9130 and 9135. In addition, a three-phase Eaton 9355 delivers high availability and uptime to the Humberview Group's data center.

Acknowledging that the company tried out other UPS brands in the past, Knafelc says, "We chose to standardize on Eaton because we found it to be an overall better product and the sales support is great, as well."

In addition to the unparalleled level of reliability, the dealership is revved up about the serviceability of the units. "It is very easy to replace the batteries," Knafelc reports, noting that one of drawbacks to other manufacturers' units were the fact that the entire enclosure had to be replaced, rather than simply the battery.

"We try to be environmentally friendly and we felt it was wasteful and unnecessary to replace the entire enclosure," he explains. "Plus the Eaton units have been very easy to maintain."

The Humberview Group also appreciates the industry-leading power density afforded by the units, resulting in more capacity than comparable UPSs. Numerous Eaton UPSs also provide a high 0.9 output power factor, which packs more real power into less space.

"The power ratio is among the highest, if not the highest, of all the UPS manufacturers," Knafelc confirms. "We get a big bang for our buck there."

The dealership complements its convoy of UPSs with the Eaton Network Card-MS, which allows the units to directly connect to the Ethernet network and the Internet, supporting real-time monitoring and control of UPSs across the network via a standard Web browser, SNMP-compliant network management system or power management software.

"We received SNMP traps and alerts through the card," Knafelc explains.

Furthermore, the Humberview Group deployed a number of Eaton enclosure power distribution units (ePDUs) within its data center facility, which effectively distribute power to anywhere from four to 45 receptacles in high-density rack environments. The plug-and-play architecture organizes power distribution, simplifies cable management, and enables users to add and change IT equipment without an electrician.

"My IT team is on the road quite a bit, traveling between 20 locations, so the flexibility of the ePDUs has been great," Knafelc says. "If something happens at the data center, we can log into each ePDU and kill the power to it, if that's what's required. They have been very useful to us."

And just as any driver will attest, there will always be those times when a little roadside assistance is required. Which is why, in addition to the reliability of the Eaton product line, Knafelc offers high praise for the manufacturer.

"The Eaton sales rep I deal with is available whenever I have a question — 24/7 it seems," Knafelc reports. "Anytime I send a request, within 30 minutes I have something back to me with the specs and details on exactly what we need. It's great."

## Results

With the Eaton UPSs in place, the Humberview Group has mapped out a straight course to continuous uptime. "I'm extremely satisfied with all of them," Knafelc says.

Thanks to standardizing on the comprehensive Eaton solution, the auto dealership is now able to:

- Ensure high availability to its servers and other sensitive electronic equipment
- Enhance return on investment with the units' high power factor and power density
- Easily perform maintenance and replace batteries with the UPSs' serviceability
- Gain real-time monitoring and control of UPSs across the network using the Eaton Network Card-MS
- Effectively distribute power with Eaton ePDUs

For more information on Eaton solutions, visit: [Eaton.com/powerquality](http://Eaton.com/powerquality)

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