

ABOUT

The Challenge

Provide mission-critical power for IP telephony

The Solution

Liebert® GXT™ UPS systems with OpenComms™ Web Card

The Liebert Difference

- Fault-tolerant technology
- Application flexibility
- Easy serviceability

The Partners

- Munger Technical Services, Milwaukee, Wisconsin
- Colonna-Daum-Price, Waukesha, Wisconsin

Background

As businesses and educational institutions adopt IP telephony, the importance of continuous power availability cannot be understated.

Marquette University, in Milwaukee, Wisconsin, has begun a trial implementation of IP telephony in both residence halls and academic buildings. The availability of these systems is dependent on a continuous source of clean electrical power.

“We are finding an increased demand for stable and conditioned power as we move forward with the IP telephony installations,” said Ron Kasper of Marquette’s Information Technology Services. “People expect that when they pick up the phone, it will work. They can sometimes put up with a disruption in their network, but they won’t tolerate it with their telephone. This is why we decided to put everything on UPS with a generator backup. Our goal is to deliver the same level of reliability as the traditional PBX systems we have on campus but with the advantage of only having to maintain one network for voice and data.”

The Situation

Providing UPS protection for Marquette’s IP telephony systems was the job of Liebert solutions partner Munger Technical Services of Milwaukee. Munger worked with local Liebert Representative Colonna-Daum-Price, Inc. in Waukesha, to develop a power protection strategy for the IP telephony system, which uses the Cisco Catalyst 6513 switch.

The first part of the project involved installing a new network in a residence hall. Assuring availability in this application was important, since any problems with the Internet connection or telephones in these “wired” rooms would quickly prompt calls to the university staff.

The Liebert GXT UPS, a 6 kVA rack-mountable UPS, proved to be ideal for this application since it was specifically designed for use with Cisco Catalyst switches and provided a 120 volt source to operate auxiliary equipment located in the closet.

The flexibility of the Liebert GXT also proved to be a big plus. The same UPS model accommodates both two-rail and four-rail racks, and can sit on the floor if space is tight. It can also use different power output modules to accommodate different types of equipment and can support extra battery packs where extended runtimes are required.



Ron Kasper of Marquette University with one of the school's IP telephony installations.

UNIVERSITY OF MARQUETTE

Liebert® Delivers the Power For IP Telephony Rollout

The Results

The Liebert® UPS system proved itself in the initial installation and has since been installed in nine locations across campus. Each UPS includes the Liebert OpenComms™ Web Card to enable remote management and monitoring.

These systems are providing high-availability power for the expanding IP telephony system and have eliminated generator compatibility problems that were occurring with other UPS systems.

This supports the experience Munger has had with other customers who had attempted to use low-cost UPS systems to save money.

“We discovered that most of these brands just didn’t hold up,” he said. “We had issues with products that were difficult to service when there was a failure. Liebert’s fault-tolerant UPS technology is clearly superior for mission-critical applications, like IP telephony, and their flexibility is unmatched.”

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Ron Kasper, Marquette University, Information Technology Services



A network closet at Marquette.