

Bank of Cook Islands

A Case Study from Emerson Network Power



About the customer

Dubbed as the “people’s bank,” the Bank of Cook Islands (BCI) is 100 percent owned by the people of Cook Islands and is the largest banking network in the area. Employing about 70 personnel, BCI is dedicated to serving its customers by delivering the best in banking products and services with a strong focus on building lifelong relationships.



About the partner

NPS (Natural Power Solutions) is a leading independent power quality and lightning protection company. NPS provides power protection solutions to key clients in the corporate, industrial and government sectors. Natural Power Solutions is an authorized Solutions Partner of Emerson Network Power.

Case Summary

The Situation

BCI initially reached out to Natural Power Solutions (NPS), an Emerson Network Power partner, to order an 8kVa uninterruptible power supply (UPS) solution. Curious to understand more about the bank’s challenges, Cliff Chapman, NPS business development manager in New Zealand, learned that the project was part of a Greenfield project as the bank was creating a new call centre, which meant relocating to a new floor within their existing Rarotonga premises.

Location: Cook Islands

Product:

- Liebert® APS 12kVa, configured as 8kVa and N+1 redundant

Critical Needs

As a Pacific Island country, Cook Islands is prone to cyclones that wreak havoc on the island’s critical infrastructure. Over the past decade, the island has experienced over eight cyclones, all of which had a devastating impact on the economy and local environment. Recognising this, BCI required redundancy within its banking facility, specifically for its new infrastructure build. Redundancy, high availability and efficiency proved to be crucial factors for the customer in selecting a UPS solution.

In addition, the customer was looking to explore more cost effective service options as limited access to factory-trained service technicians can mean costly maintenance schedules. The Bank’s business transformation is focused on growth and it was keen to build a growth factor into their design scope. Although their IT load was known, their power draw from the call centre workstations was less predictable.



Geoff Ryan, Transformation Program Director,
Bank of the Cook Islands



Liebert APS UPS

The Solution



Liebert APS, rack and NPS customised switchboard



Ralema Geno, Infrastructure Manager and data centre designer, BCI

NPS explored several options with BCI to address their critical requirements. The conversation quickly turned from a dual bus system (inherently harder to maintain remotely) to a scalable UPS modular solution that would be more cost-effective to service and a flexible pay-as-you-grow type capability.

NPS reached out to Emerson Network Power for its Liebert® APSTM UPS solution. The Liebert APS offers redundancy but not at the expense of two units. Moreover, its components are built into the chassis and designed to easily slide in and out. If one of these modules needs swapping over, then the user can simply slide it out and replace it with a new module, thus removing the need for an onsite service technician. This means the Liebert APS is easy to upgrade or repair because all parts can be couriered from stock items. The pay-as-you-grow chassis starts at 8kva and can scale right up to a 20kVa.

In addition to the UPS solution, NPS was also able to supply an electrical switchboard to BCI, which is designed and configured to suit the single-phase and three-phase input and output circuits.

Outcome

Emerson Network Power's Liebert® APSTM gave the bank comfort with its redundancy features without the cost of a dual bus system. Another benefit of the APS unit is that it can tolerate component swap outs without taking the unit offline, unlike any fixed capacity UPS.

A big fear with remote locations is costs can get out of hand for commissioning and servicing. Due to the modularity of the system, it is designed to slot new power modules in very easily –

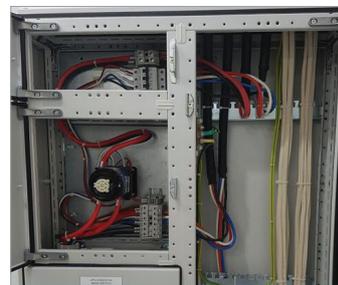
bank staff can slot a replacement unit in without any advanced electrical knowledge.

“Emerson Network Power and NPS have given us a cost-effective, secure and robust power solution that can provision new services rapidly. That means my team doesn't need to worry about the hardware and can focus on our customers. Working with Ralema Geno, our infrastructure manager and data centre designer, we can see that partnering with Emerson Network Power and NPS give us scalable support for internal and external clients,” says Geoff Ryan, Transformation Program Director, BCI

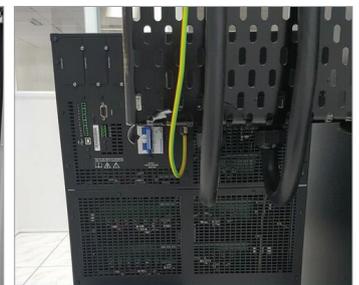
This project marks the first transaction in the Pacific Islands for NPS. It demonstrates that matching customer's challenges with thoughtful solutions can deliver cost-savings without compromising on performance.

Gavin Swadling, regional sales manager of NPS says, “Cook Islands' remote location and limited access to service technicians means we had to think more resourcefully around the solution. The APS' swappable modules mean the bank staff on the ground can troubleshoot in a similar way they would trouble shoot their printer or copier.”

Mo Kandeel, channel director, Emerson Network Power in Australia and New Zealand says, “Emerson Network Power is committed to providing best-in-class solutions to our customers across the region to address their critical availability requirements. By working hand in hand with our partners, such as NPS, and closely communicating with our customers to understand their needs, we were able to identify the solution that's a right fit for their infrastructure.”



3x1 NPS customised switchboard integrated into the solution



Rear view of Liebert APS

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