



American Eagle Federal Credit Union

American Eagle is the largest community credit union in Connecticut with more than 97,000 members and \$1.1 billion in assets.

Background

American Eagle Federal Credit Union offers its members a wide range of retail financial services, including 24-hour online banking. This broad, anytime offering makes continuous operation of mission-critical technology a business necessity for AEFCU and its 17 branches throughout central Connecticut. For nearly two decades, the company has relied on Emerson Network Power's Liebert technology for continuous power protection. When it came time to replace an 18-year-old backup power unit, AEFCU again turned to Emerson Network Power.

Case Summary

Location: East Hartford, Conn.

Products/Services:

- Liebert Npower UPS

Critical Needs: Support uninterrupted operation of a high-performance computing center by assuring continuity of critical services and records while scaling to support future growth.

Results

- Replaced aging equipment with state-of-the-art UPS with minimal service interruption.
- Achieved high availability of data and IT services across a network of branch offices requiring business continuity.
- Improved energy usage by installing a more efficient UPS.



The Situation

In few industries will you find the link between IT availability and business continuity stronger than it is in retail financial services. According to Jim Evans, senior vice president of information technology at American Eagle Federal Credit Union (AEFCU), “Whether the need is keeping track of account transactions across a network of branch offices or facilitating 24-hour online banking for customers who have become accustomed to the convenience of anytime account accessibility, a financial institution’s IT infrastructure leaves no room for compromise in the continuity of its offerings or in the systems that assure IT availability.”

As the largest community credit union in Connecticut, AEFCU provides everyday financial services to nearly 100,000 members. Its central data center houses more than 50 servers that perform continuous IT functions. Until the spring of 2008, the servers had been protected by a single Liebert Series 300 UPS installed in 1990, whose reliability was matched only by its longevity.

“There is an obvious level of discomfort, asking an 18-year-old system to support your critical systems,” says Corey Young, a Liebert Representative from Wallingford, Conn. “It was still performing, but they were interested in capitalizing on the most recent technology.”

There was also apprehension about something AEFCU’s IT network had experienced rarely in the last 18 years: downtime. “At first, American Eagle didn’t realize the need for cutting the power during the change out to a new UPS,” explains Scott Sebastian, director of sales for OMNI Data, a value added consulting firm that managed the installation.

“Obviously, they were concerned about the impact of any period of service interruption.

“They wanted a turnkey solution. And that’s what they got.”

The Solution

An 80 kVA Liebert Npower UPS was selected to replace the 18-year-old Liebert 300 unit. The Liebert Npower uses online double-conversion technology to protect against the full spectrum of input and output power disturbances.

AEFCU chose the Liebert Npower because it could accommodate the application load and do so with a higher efficiency rating than was available with the UPS it replaced. “And, it fit perfectly into the footprint they had,” Sebastian adds.

Did AEFCU consider any other type of UPS? Briefly, yes. But, according to Sebastian, “We pointed out that their Liebert UPS was 18 years old and still doing the job. Who else has equipment that is going to last that long?”

A turnkey installation of the Liebert Npower in a timely manner addressed the other concern expressed by AEFCU. That’s why OMNI Data was called in. According to Young, “I told the client, let us bring in OMNI Data. You just sit back and allow us to provide the entire solution.”

Headquartered in Woodbridge, Conn., OMNI Data offers a wide variety of products and services for integrated IT solutions. Their capabilities include complete installation of Liebert power and cooling products, from electrical contracting to monitoring of all environmental situations, such as the responsible

disposal of older equipment, as well as supervising testing and training.

OMNI Data managed the entire project, working closely with Young. The process started with a thorough inspection of the site to confirm that there would be adequate space. OMNI Data hosted the AEFUCU IT team on a tour of its facilities and reviewed how the installation would be completed, step by step. “If you want to do a turnkey project,” Sebastian explains, “you have to make sure the customer is happy end to end.”

Then, Omni Data put together the right team of electrical contractors and service specialists to make certain the change out would be completed and successful within the smallest possible window of service interruption.

The actual installation began at 8 p.m. on a Saturday. Power was cut at midnight, and the new UPS was in operation by 5 a.m. Sunday. “OMNI Data is a 7 by 24 company,” Sebastian says. “For this job, that made a big difference.”

The Results

The Liebert Npower UPS has been operating flawlessly in the months since its installation. “The customer feels comfortable with the new system in place,”

“[The Liebert Npower is] a stable, well-tested solution that offers the protection we need. The fact that the unit it replaced was 18 years old speaks to the mechanical soundness of Liebert technology.”

*Jim Evans, senior vice president of information technology,
American Eagle Federal Credit Union*

Young explains, “and they seem very happy with the support services they are getting from OMNI Data.”

AEFCU’s IT management concurs. “We’ve been extremely satisfied with both Emerson Network Power and OMNI Data from the beginning,” says Evans. “The installation went very well. It took a lot of work for OMNI Data and Emerson Network Power to bring all this together.”

Evans is just as pleased with the performance of the UPS. “It’s a stable, well-tested solution that offers the protection we need. The fact that the unit it replaced was 18 years old speaks to the mechanical soundness of Liebert technology.”

And looking ahead? Evans responds, “We expect this new UPS to run for us for the next 15 years.”

For more information on Liebert technology, visit www.Liebert.com.

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