



Safelite Auto Glass

Safelite Glass is the nation's largest auto glass repair, replacement and claims management services provider.

Background

Safelite Glass planned a dual expansion at its headquarters in Columbus, Ohio, including relocating one of two national customer contact centers and expanding the data center by 60 percent. Both the customer contact center and the data center are business-critical operations. Vital company information—from customer transactions to inventory reports—is stored in the data center. Downtime in either location could have a significant impact.

Case Summary

Location: Columbus, Ohio

Products/Services:

- Liebert Series 600 UPSs
- Liebert Precision Power Distribution Units
- Liebert Static Transfer Switch
- Liebert Npower UPS
- Liebert Deluxe and Liebert Mini-Mate2 Precision Air Conditioners
- Liebert SiteScan Monitoring System
- Liebert SmartSwitch

Critical Needs: Protect critical systems for the nation's largest auto glass service company's data center and customer contact centers.

Results

- Increased availability of data center systems.
- Enhanced ability to serve customers during outages.
- Improved visibility into remote facilities.

The Situation

The need to achieve high levels of availability in the customer contact center and the data center prompted Safelite to increase its level of protection for critical IT systems as part of the data center expansion.

“With the expansion, we were making a significant investment in hardware and software, and we needed the right infrastructure to protect that investment,” says Randy Randolph, vice president, market development and real estate, Safelite. “The existing building system did not provide the level of protection we required long-term.”

Safelite turned to Technology Site Planners (TECH SITE), a technical site planning firm specializing in critical facilities. TECH SITE put its experience to work to design an efficient support system that would ensure Safelite’s critical systems deliver the availability the company demands.

The Solution

TECH SITE relied on Liebert technology to deliver the high availability the application required.

“The Liebert systems are the best for the job,” says Matt Phillips, TECH SITE construction manager. “They are extremely reliable and, because Liebert is single-source, all the equipment works together. That’s important in high availability applications.”

Liebert environmental, power and monitoring systems were used to develop an advanced support system matched to the needs of Safelite’s business-critical systems.

“Liebert specialists also provided guidance on choosing the best systems for the job,” says Phillips.



“Liebert went above and beyond our expectations on this project.”

*Randy Randolph, vice president,
market development and real estate,
Safelite Auto Glass*

“Their recommendations and support were very helpful. They listened to our needs, presented several options, and helped us select the best equipment for this application.”

Keeping Safelite Cool

Space was tight at Safelite headquarters—especially in the 300-station customer contact center. Liebert technology offered space-saving cooling solutions.

The Liebert Mini-Mate2 installs above drop ceiling tiles, saving valuable floor space. Five Liebert Mini-Mate2 systems are tucked above the ceiling tiles spanning Safelite’s customer contact center.

Likewise, the Liebert Himod system was developed to fit small spaces where critical electronic equipment is housed. A compact, eight-ton Liebert Himod cools the room housing the customer contact center UPS.

Safelite's 6,800-square-foot data center requires precise, reliable control of temperature, humidity and airflow. This is delivered by six, 20-ton Liebert Deluxe precision air conditioners.

Dual-Bus Power Protection

For the critical data center, Safelite selected a dual-bus power system featuring distributed redundant Liebert UPS systems.

"We needed to provide the highest level of power protection for the data center," explains Phillips. "The dual-bus configuration eliminates single points of failure, protecting Safelite against downtime and data loss."

The dual-bus system employs two Liebert Series 600 UPSs—a 225 kVA and a 300 kVA system—connected by a Liebert Static Transfer Switch. Designed for large-scale power protection, the Liebert Series 600 has an impressive record for reliability and performance.

The power distribution system features four Liebert SmartSwitches to enable single-corded equipment to benefit from the dual-bus system. Within six milliseconds of the detection of a power problem, the Liebert SmartSwitch seamlessly transfers connected equipment from the failing power source to the alternate source.

"The Liebert SmartSwitch enables us to provide dual-bus protection to every piece of equipment in the data center," says Phillips. "In the event of a power disruption, even single-corded equipment will transfer over to the alternate power source so quickly operations are unaffected."

Single-bus protection is provided to the customer contact center and fourth and fifth floor office



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systems via Liebert UPS systems and a 2,000 kW Kohler generator. This system includes a Liebert Series 600 225 kVA UPS for the customer contact center and a 130 kVA Liebert Npower UPS for the office systems (370 stations).

The combination of dual-bus and single-bus systems is designed to deliver 99.995 percent availability to Safelite's business-critical systems.

Four ASCO 7000 Series automatic transfer switches provide transition from utility power to standby generator power in the event of an unexpected or manual power disruption.

Monitoring Success

Beyond the rows of PDUs and racks of servers in the data center is a sophisticated control console that enables Safelite to monitor and manage its data, telephony, environmental and power systems. This console includes Liebert SiteScan Web,

a full-featured, open-standard, web-based monitoring, control and alarm management system for computer support systems.

SiteScan Web incorporates a network of microprocessor-based communication modules to link support systems to a central web-based server that consolidates data and generates web pages for system monitoring. In addition to Liebert UPSs and precision air conditioners, SiteScan Web can monitor leak detection and fire suppression systems, fuel tanks, transfer switches, battery banks and power conditioning units. SiteScan Web provides immediate alarm notification capabilities and includes tools for data analysis and trending to support preventive maintenance programs.

“With SiteScan, we virtually eliminate the risk of human error in responding to alarms,” says Phillips. “The monitoring system receives alarms and immediately pages three cell phones.”

Safelite uses SiteScan Web to monitor systems at the headquarters location as well as two other critical facilities in Columbus: a second customer contact center and the local SuperCenter, which serves as the auto glass service hub for the market.

The Results

Although a major undertaking, the design and installation of the support system was completed on time with no major problems.

“Liebert went above and beyond our expectations on this project,” says Randolph. “They were involved in every phase, even going so far as to review UPS installation specifications with the electricians who installed the systems. They really demonstrated their commitment to service.”

The real success of the project is the performance of the business-critical systems the support system was installed to protect.

“We have had no issues,” says Randolph. “We haven’t had a single dropped load since the system went online.”

Shielded from the threat of downtime and data loss, Safelite can continue to grow its business and enhance its reputation as the leader in auto glass repair.

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

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