

Financial Firm Counts on Vertiv™ Power and Monitoring for Uptime of Philippines Call Centers



A Vertiv Case Study



Background

The electronic transfer of funds — from complex business-to-business bank transfers to everyday credit card transactions — have all made our financial lives easier and more convenient. In fact, high speed financial transactions help drive the pace and breadth of our global economy.

Just the volume of credit card transactions alone is mind boggling. According to a 2020 [Nilson Report](#), there were nearly 440 billion purchase transactions for goods and services worldwide in 2019. That's over 1 billion credit card transactions that occur every day. The speed at which these transactions process is also breathtaking. Credit cards can settle [5,000 transactions per second](#).

Advancements in payment processing technology and services are accelerating the migration to e-commerce and driving omnichannel and contactless payment solutions. The proliferation of credit and debit cards, as well as other digital payment solutions, has made the acceptance of electronic payments a necessity for businesses of all sizes in order to remain competitive. The outbreak of the COVID-19 virus has further accelerated the use of electronic payments.

Technology investments drive marketplace competitiveness

At the forefront of the electronic funds transfer industry are companies like this financial firm. With approximately 3.5 million merchant locations representing more than 1,300 financial institutions across more than 100 countries, employees of this company work behind the scenes to provide their customers with the level of stability and convenience needed to conduct day-to-day business. The company's 24,000 employees provide financial institutions, businesses, and consumers with payment processing services, merchant acceptance solutions, and other value-added services.

Challenge:

Maintain 24x7 availability of business processes outsourcing (BPO) call centers

Solution:

- Row-based Vertiv™ Liebert® APM uninterruptible power supply (UPS)
- Vertiv™ Liebert® RDU-A G2 intelligent monitoring solution

Results:

- World class service organization safeguards systems uptime
- High efficiency UPS drives power protection of call center operations
- Precise monitoring of data center physical environment drives proactive maintenance
- Scalable UPS preserves floor space while growing capacity

Because of the highly specialized nature of managing electronic fund transfers, many companies across the globe turn to BPO firms for assistance. By partnering with such firms, businesses lower their costs, drive higher efficiencies, and have more time to spend focusing on their core competencies.

The BPO industry itself is quite competitive. Organizations like this financial firm need to remain at the forefront of the marketplace by constantly adopting best practices and deploying the latest technologies. They must also offer customers reliable service and support by maintaining uptime of critical digital infrastructure.

As a United States-based company that services global clientele, part of this financial firm's strategy is to continue investing in technology infrastructure and people in order to increase its penetration across global markets. The simple goal of the company is to empower fast, secure payments for everyone. To help achieve that goal, the company has built an integrated, worldwide commerce ecosystem. An important part of that ecosystem is the network of call center offices located in the Philippines

Challenge

Business growth depends on customer support and uptime

Uptime of the data centers that support the call centers is critical to the success of this financial firm's business. When on the phone with customers, call center representatives depend on the uninterrupted operation of their hardware and software, data centers, and telecommunications networks, as well as the systems and services of third parties. A system outage would likely have an adverse effect on the company's financial condition, customer satisfaction, and on operational cash flow.

Not only could the company suffer damage to its reputation in the event of a system outage or data loss, but it may also be liable to third parties. Many of its contractual agreements with financial institutions and other customers require the payment of penalties if the company does not meet certain operating standards.

In order to support such a critical environment, the staff responsible for managing the call center facilities in the Philippines turns to Vertiv, known as Architects of Continuity™.

Solution

High efficiency UPS systems drive stability and predictability

The Philippines is a global center for providers of BPO services. Companies view the nation as a location that is affordable and that also provides them with easy access to a large pool of knowledgeable, multilingual customer service personnel.

Vertiv has established a major presence in the Philippines over the years supporting these businesses. For this financial firm, Vertiv

helps to maximize call center uptime through the deployment of the latest racks, UPS, and precision cooling systems, as well as power distribution solutions.

The row-based [Liebert® APM UPS](#), for example, is a transformerless, online UPS that allows quick and easy capacity increases with modular power scalability and no requirement for additional floor space. The UPS can support loads operating at 50-100% of capacity at 94% efficiency. This means that the UPS wastes very little energy when supplying IT loads with clean, filtered power, and with battery backed power if the site experiences a power glitch.

The [Liebert® RDU-A G2](#) units that have been installed inside the call center data center rooms allow administrators and facility engineers to monitor environmental conditions such as temperature, humidity, liquid leaks, smoke, and vibrations. The units can also be used to monitor infrastructure appliances such as UPS, precision cooling units, and generator sets.



Vertiv™ Liebert® APM UPS



Vertiv™ Liebert® RDU-A G2 monitoring unit

Results

Scalable architectures and dependable maintenance ease burden on facility staff

The efficiency and stability of the Vertiv equipment are just some of the reasons that the facilities staff for this financial firm has chosen to expand its working relationship with Vertiv. Other benefits that the staff have experienced include:

- **Remote monitoring capabilities** – Staff members can now perform both on-site and remote monitoring of power and cooling systems thanks to the new Vertiv infrastructure. Facilities staff no longer need to be on site as much as in the past. This has proven useful, especially during the global pandemic, when access to corporate offices can be limited. The Liebert® RDU-A G2 units allow the facilities staff to generate thresholds that alert team members to potential problems in the data center, allowing them to act before those problems result in systems downtime. Staff members now have much better visibility into the health of their UPS units across all call center sites.

- **Responsive maintenance services** – Since the call centers are operating 24 hours a day, Vertiv ensures that maintenance technicians are available anytime, should an emergency occur. Service people can arrive on-site in hours, if needed, and have access to local spare parts should a repair be required. The financial firm's staff benefits from both the higher reliability of the equipment (fewer instances of required maintenance) and a consistent, quick response if on-site assistance is needed.
- **Scalability to accommodate business growth** – The Vertiv row-based UPS solutions are modular and scalable. As the financial firm continues to grow, its data center infrastructure can easily grow too. The Liebert® APM UPS, for example, scales from 15 to 45 kilowatts (kW) in a cabinet configuration that includes internal batteries. Another version that is paired with an external battery cabinet can scale from 15 to 90 kW

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[data center and edge computing solutions](#)
can help support your call center
modernization projects.*