

SHENANDOAH COUNTY DEPARTMENT OF EMERGENCY COMMUNICATIONS



A Vertiv™ Case Study



Background

Shenandoah is a county in the northern part of Virginia. It covers over 512 square miles and supports approximately 44,000 residents. The Department of Emergency Communications (DEC) serves as the Public Safety Answering Point for all 911 emergency and non-emergency requests for assistance in Shenandoah County. The Communications Center is located in the main county administrative building and is staffed with 16 full-time and several part-time Public Safety Telecommunicators which provide both Basic 911 and Enhanced 911 (E911) support. E911 provides more specific location information on the whereabouts of a wireless caller by using latitude and longitude coordinates to speed accurate response.

For the county, public safety is paramount. The DEC is the life-critical conduit between the public and first responders. In 2015, the center coordinated over 110,000 incidents, managed over 20,000 emergency calls and supported 113,000 non-emergency calls.

To enable this vital service, the department counts on dependable access to their radio and telecommunications systems, none of which is possible without reliable power.



ABOUT THE COMPANY

Shenandoah County Department of Emergency Communications ensures the effective delivery of routine and emergency calls for service to all Shenandoah County public safety entities.

Case Summary

Location: Woodstock, Virginia

Products/Services:

- Liebert® eXM™ UPS with Optimized Battery and Maintenance Bypass Cabinets
- Integrated Liebert Unity Dual Protocol Communications Card
- LIFE™ Services

Critical Need: Reliable, intelligent, trouble-free power protection for critical emergency communication systems.

Results:

- Reduced the risk of losing service, increased system availability
- Improved uptime, even during system maintenance
- Enhanced, fail-safe, generator synchronization
- Established dependable battery run time for reliable safety buffer
- Reduced chance of human-error with improved UPS interface control
- Improved cost control and maintenance process
- Enhanced local and remote monitoring and network connectivity

The Situation

Residents and visitors alike within Shenandoah County depend on fast, accurate and dependable emergency communications to enhance the public's safety. For the DEC, this had become harder to ensure, given their dependence on an aging UPS power system installed in the 1990's.



A public safety telecommunicator depends on immediate access to critical data.

States Jason Malloy, Director of Emergency Communications, "We began to experience degrading power backup and less reliable UPS performance, which is unacceptable to our mission."

In addition to outdated components, the previous non-Liebert power system was not provisioned with a proper power maintenance bypass to allow servicing without disrupting the ECC systems. "We knew it was time to take action before we put the county at risk", says Malloy."

The Solution

Heather Klesat, from the local business partner Liebert Virginia, worked with contractor Trumbo Electric and county ECC officials to determine the exact requirements.

The solution was a new Liebert eXMTM 40kVA/kW UPS with 208 volt output. The system was optioned with an Optimized Maintenance Bypass Cabinet and matching Battery Cabinet. It included a Unity Communications card that provides robust network connectivity and enables LIFE™ Services to remotely monitor and report on system conditions. This gives Jason and his team another set of expert eyes and hands to ensure proactive response to further increase availability and performance.

The Results

Shenandoah County ECC is now experiencing reliable power performance in their critical telecom, radio and workstations equipment, allowing the DEC professionals to receive and dispatch accurate and timely service. Notes Jason, "We have withstood many weather patterns and electrical disturbances without a hitch." The ECC systems can now ride out full outages, even if the backup generator might fail to start promptly. In addition, Malloy and his staff appreciate the supplemental remote services, quarterly performance reports and proactive support to enhance system availability even further.



Shenandoah County DEC finds the Liebert® eXM™ UPS reliable, efficient and easy to use.

For more information on the Liebert eXM UPS and other infrastructure solutions, please visit www.VertivCo.com