

Tripp Lite Protects the Cisco TelePresence™ Experience

SUMMARY

Customer

Cisco's TelePresence Exchange Business Unit manages public Cisco TelePresence Suites, a group of facilities based on cutting-edge technology that delivers a true "face-to-face" meeting experience without the time and expense of travel to distant venues.

Goal

Provide a complete, cost-effective solution (including service program) to protect and manage the Cisco servers and associated hardware that support all public Cisco TelePresence Suite services.

Solution

SmartOnline™ Rack/Tower UPS Systems

- SU5000RT3U
- SU2200RTXL2Ua
- SU1500RTXL2Ua

SmartPro® Rack/Tower and Digital UPS Systems

- SMART2600RM2U
- SMART1500LCD

Power Distribution Units

- PDUMH20ATNET
- PDUMH20

Power Management Accessories

- SNMPWEBCARD
- ENVIROSENSE

Network Surge Suppressors

- DNET1
- DSUT1CSU

Results

Cisco TelePresence technology is fully protected by Tripp Lite, assuring operation with no service disruptions or hardware damage.



"With Tripp Lite power protection in place, our systems have never experienced downtime that impacted a customer meeting. How do I measure that?"

Rick Santina

Technical Marketing Engineer for Cisco's TelePresence Exchange Business Unit



Customer

Cisco's TelePresence Exchange Business Unit supports and operates public Cisco TelePresence Suites, a group of rooms that delivers a true "face-to-face" meeting experience without the time and expense of travel to distant venues. Cisco's cutting-edge technology reproduces every subtle facial expression and tone of speech in real time, for an experience indistinguishable from an in-person meeting. Cisco TelePresence Suites accommodate business and personal meetings both large and small. Each suite is equipped with sophisticated cameras and displays, lighting, speakers, microphones and projectors. The public Cisco TelePresence Suites also serve as showcases for other Cisco technologies, such as Digital Media Solutions. Cisco TelePresence Suites are available in various locations across the country through Public Cisco TelePresence Suites Partners. A prototype facility incorporating the full range of Cisco TelePresence services is operational in California.

Goal

"All equipment that runs Cisco TelePresence requires power," said Rick Santina, Technical Marketing Engineer for Cisco's TelePresence Exchange Business Unit. "For that reason, any type of power disruption—a blackout, brownout or surge—has the potential to disrupt a Cisco TelePresence meeting and damage or destroy expensive equipment. Since suites are leased by the hour, a service interruption would be a serious inconvenience for our customers. And since the Cisco equipment that runs Cisco TelePresence can cost tens of thousands of dollars, we can't accept the risk of hardware damage due to power problems. Effective power protection is a must for Cisco TelePresence."



Photo courtesy of Cisco Systems, Inc.

Santina knew that Cisco TelePresence would require a sophisticated, multifaceted power protection solution. Already familiar with Tripp Lite's products and services, he quickly concluded that Tripp Lite could deliver the solution he needed. "I've been a Tripp Lite customer for more than twenty years," Santina explained. "I've purchased everything from enterprise UPS systems to surge suppressors. I've used Tripp Lite products to protect my home PC, critical data centers, radio communications networks—you name it. Tripp Lite has always delivered excellent products and support. That's why I chose them to protect Cisco's flagship product line."



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Dave Lund, Tripp Lite's Vice President of National Accounts, worked with Santina to integrate a Tripp Lite solution into Cisco TelePresence. "The prototype facility came together in approximately ninety days," Santina recalled. "I called Dave about five days in to ask if Tripp Lite would serve as our power protection partner." Responding rapidly, Lund specified equipment, provided modifications, researched custom designs and developed an overlay power protection service program to complement the Cisco TelePresence network and hardware servicing program. This service partnership will be increasingly important to Cisco as its customers begin to deploy Cisco TelePresence technology. "We will be recommending Tripp Lite power protection to all our Cisco TelePresence customers," Santina noted.

Solution

SmartOnline™ Rack/Tower UPS Systems



- Feature true on-line operation with pure sine wave output and zero transfer time to isolate connected equipment from all power problems
- Provide battery backup power to ensure continued operation of vital systems, enable data saves and facilitate orderly system shutdown
- Enable comprehensive power network management and control with communication ports, SNMP slot and included PowerAlert software

SmartPro® Rack/Tower and Digital UPS Systems



- Protect connected equipment from damage due to brownouts and overvoltages with automatic voltage regulation (AVR)
- Include communication ports, SNMP slot and included PowerAlert software for comprehensive power network management and control (rack/tower models)
- Feature large rotatable LCD screen that displays power conditions and UPS operations in real time (Digital models)

Metered and Switched/Metered with ATS Power Distribution Units



- Display total power consumption, permitting maximum PDU utilization
- Enable individual PDU outlets to be remotely monitored, turned on and off, recycled or locked out (switched models)
- Provide power from a secondary input source when primary input fails (models with ATS—automatic transfer switching)



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continued



CASE STUDY

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NetDirector™ Rack Console KVM Switches



- Control an entire network in just 1U of rack space
- Include keyboard, LCD screen, touch pad, and 8-port KVM switch in a 1U slide-out drawer
- Control up to 504 servers by daisy-chaining additional KVM switches

SNMPWEBCARD Web Management Accessory Card



- Enables the UPS to be remotely controlled as a managed device on the network
- Provides remote viewing of site electrical data, UPS self-test and alert logs, electrical problems and more
- Permits remote reboots of locked devices without interrupting power to other loads

ENVIROSENSE Environmental Sensor



- Connects to the Tripp Lite SNMPWEBCARD
- Enables remote temperature/humidity monitoring in network environments
- Monitors and controls alarm, security and telecom devices through a dry-contact interface

Audio/Video Power Conditioning Centers



- Protects flat-panel displays and projection systems
- Offers premium IsoBar® surge suppression technology
- Features low-profile all-metal housing, 2 AC outlets, detachable 10-ft. and 18-in. power cords

Network Surge Suppressors



- Protect digital network and Ethernet lines from electrostatic discharge, faulty wiring and lightning
- Feature RJ45 jacks and cables
- Include heavy-duty grounding lead



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"I sleep soundly at night knowing that the Cisco TelePresence infrastructure is protected by Tripp Lite," Santina said. "Right from the beginning, Tripp Lite has provided protection you can count on."

He recalled an incident from an early stage in the construction of the prototype facility. "It's actually a funny story," Santina said. "We were working with Tripp Lite almost from the beginning, so we had UPS systems installed and operational before the facility was really finished. One morning when I came in, I found that a painter in the data room had pulled all the plugs out of the wall outlets and covered the equipment with plastic sheeting so he could get to work. Well, under the plastic it was getting *really hot*—because when the plugs were pulled, the Tripp Lite UPS immediately began providing battery power to the equipment. In fact, everything had been running on the UPS for a good half-hour by the time I showed up. Fortunately we were able to shut down before all that hardware cooked. But this shows the reliability of a Tripp Lite UPS. Some time later, during a scheduled service window, I cut the power feeds and let the equipment run until the UPS systems shut down. Up to then, all equipment had been up and running for a full year with *no* interruption of service."

Asked if Tripp Lite had provided an especially unique or critical capability, Santina cited the SNMPWEBCARD and ENVIROSENSE monitor. "Working together with the switchable load banks of the on-line UPS systems, this is the 'Swiss army knife' of our power management portfolio," he explained. "We use the switchable load banks to power Cisco TelePresence Codec—the brains of the whole unit. This enables us to remotely power cycle the equipment if necessary. We use ENVIROSENSE to monitor ambient temperature and humidity. It also lets us monitor the service area behind the unit."

And his overall assessment of Tripp Lite's contribution to Cisco TelePresence? Santina put it this way: "With Tripp Lite power protection in place, our systems have never experienced downtime that impacted a customer meeting. How do I measure that?"



Tripp Lite Power Protection is closely integrated into Cisco TelePresence technology