



Power Upgrade for Datanet.co.uk

DATANET.CO.UK White Paper

The Challenge

As you may remember, we at Datanet had the power to Aspen House upgraded at the beginning of March. This meant that we were without power for a whole weekday morning and presented with the problem of how to continue to provide a support service to you throughout the upgrade.

Since work on the datacentre had barely begun, we were still without a back-up source of power so found ourselves in the same situation many of you would experience with only standard office equipment and power options.

Planning

The most straightforward way to ensure Datanet kept going was to get in a generator to power our business critical systems for key staff. This enabled us to continue to provide both a telephone and email service to answer your enquiries and place support calls.

It was decided that our Operations and Technical representatives would work as normal while the rest of us were found other activities for the morning.

The Test Run

On March 3rd, we did a test run over lunchtime to make sure the generator coped with the load we were asking of it and kept our office rack and vital services running. The test turned out to be a good thing because our generator, while happily working away, did not connect properly with our UPS and therefore failed to supply power to the rack.

Several phone calls to the generator supplier followed and they were very helpful in providing options to explore as to why the system was not working. We decided the best option was to use a power conditioning device, which smoothed the power to the servers and enabled them to run off the generator.

The Day Itself

Our nominated key staff arrived and set up their day as normal whilst our Scottish and Southern workers set about shutting the power off and starting the upgrade. Happily, the generator and power conditioner worked beautifully providing power to both our office rack and selected staff PCs.

Many of our staff also operate VPNs from home so, with our central systems fully operational, they were able to access all information from home for the morning and work as normal.

Thankfully, the morning passed uneventfully for both staff and customers as we were able to take calls and make all the normal changes and requests via our usual online systems. By lunchtime, the upgrade was complete and all staff could return to the office for the afternoon as normal.

All in all, the day went very smoothly and we are looking forward to the datacentre build being completed so we will no longer need to worry about occasional mains power outages since our system will be fully backed-up by permanently installed generators.

Lessons Learnt

- Planning ahead was vital
- Always do a test run!
- Make sure a torch is easily accessible
- Our emergency lights work brilliantly
- A typical 4.0KVA generator can support 1 full office rack plus 10 PCs
- A single tank of generator fuel lasts all day

Thanks to

- **Scottish and Southern** - for completing the work so swiftly and painlessly.
- **General Power Limited** - for providing the generator and lots of helpful advice.
- **Andrew Jeanmonod** - for ensuring the generator and servers worked seamlessly.
- **Julia Neal** - for co-ordinating the whole project.