

Plantronics Safeguards its Power Supply with an Integrated Power System from shentongroupDamage

Client: Plantronics

Location: Wootton Bassett

Products and Services Supplied: Standby Generators | Generator Maintenance Contracts

Overview

When a division of electronics giant Plantronics suffered a power outage, the company engaged shentongroup to provide it with a standby generator, supported by a generator maintenance contract. With the threat of power outages becoming an increased worry for many UK-based organisations, Plantronics' Wootton Bassett division now has the assurance that their business continuity is protected by a reliable continuous power supply solution, fully supported by shentongroup.

The Problem

A global leader in the supply of wireless and bluetooth headsets and broader office and consumer solutions, Plantronics operates its UK operations from units in Wootton Bassett, Swindon.

The UK now experiences some of its lowest reserve power levels in recent years, with levels dropping to just over 1% in winter. This is due to the National Grid's closure of numerous dated coal power station facilities, but the slower and often delayed fulfilment of greener gas, wind and solar replacements. Although the National Grid has implemented emergency measures to counteract this, which include paying large organisations to reduce power usage in the afternoons, this has not gone far to remedy the problem.

Like many similar organisations, Plantronics relies on continuous power supplies to provide unbroken data and customer service provision throughout the UK and the company approached shentongroup for a standby generator solution.

Solution

As Plantronics was seeking a company that possessed a reputation for quality, reliability and professionalism, the project was put out to tender. Competing against a number of other continuous power specialists, shentongroup proved itself to be the most capable provider and emerged triumphant.

shentongroup's Sales and Marketing Director, Curtis Meek, details how the project was approached: "shentongroup provided Plantronics with detailed planning of their new standby generator installation, which included a



 Power Systems

 Power Care

“Plantronics relies on continuous power supplies to provide unbroken data and customer service”

thorough site survey, installation, cabling, final commissioning and then the ongoing management of the generator maintenance, thanks to Plantronics opting for a shentongroup generator maintenance contact”.

Through this maintenance contract, Plantronics have the assurance that their standby generator will provide their UK division with reliable, backup power. With standard and major servicing as standard and with 24/7 technical support and an emergency response time of just 4 hours, Plantronics UK's continuous power supply is very well secured.





“Their continuous power solution is further guaranteed with Plantronics now able to rely on shentongroup to provide ongoing support and maintenance, 24 hours per day, 365 days per year”

Outcomes

The standby generator was installed successfully within the timeframe given and installation caused minimal disturbance to Plantronics' business operations.

The UK division now has the assurance that, in the increasingly likely event of a power cut, they will maintain business operations with nominal impact. In addition, their continuous power solution is further guaranteed with Plantronics now able to rely on shentongroup to provide ongoing support and maintenance, 24 hours per day, 365 days per year.

About shentongroup

shentongroup is the UK's leading technical expert in standby power, uninterruptible power supplies, and combined heat and power supplies. shentongroup provides power solutions to organisations spanning a broad array of industries that rely on continuous power supplies including; finance, healthcare, telecoms, manufacturing, retail, education, government, utilities, sport and leisure and also, residential developments.

shentongroup's standby generator range includes single and three phase generator solutions, ranging from 10kVA to 3.2MVA. British built to the highest quality and safety standards, shentongroup generators are ideal for use as prime power or standby power supply usage. All shentongroup diesel generators include; a full range of weatherproof canopies to meet sound attenuation levels; proven industry-leading control systems and switchgear hardware; integral bunded base-frame fuel tanks and fuel management systems; containerised modular solutions; custom built drop-over acoustic canopies; skid-mounted 'open' sets for specific applications.

shentongroup's generator maintenance contracts guarantee peak

generator performance. With strategically placed depots throughout the United Kingdom, shentongroup's network of technical engineers and support staff provide rapid response times of around 4 hours, supplying some of the highest standards in uninterruptible power supplies and power generator servicing available.

To find out more about standby power options, contact the shentongroup technical team on 0844 888 444 5 or visit www.shentongroup.co.uk.

About Plantronics

With business units dotted throughout the world and with their headquarters in California, Plantronics' UK headquarters are based in Royal Wootton Bassett, Wiltshire. Plantronics produces a wide range of audio communications equipment for both business use and for consumers. Its products support unified communications, mobile use, gaming and also music.