



Ability Beyond Disability

Ability Beyond Disability helps people with disabilities realize their dreams. Through a network of group homes and community programs, the Connecticut-based nonprofit empowers people with developmental disabilities to become vital participants in communities throughout the Northeastern United States.

Background

Ability Beyond Disability installed a Cisco® IP Telephony system to support its Connecticut office as well as remote offices and group homes. Some clients have life-threatening conditions so any interruption of telephone service was unacceptable. The existing UPS system lacked the capacity and manufacturer support required to deliver the required availability.

Case Summary

Location: Northeastern United States

Products/Services:

- Liebert Nfinity® UPS
- Liebert Foundation® enclosures
- Liebert GXT UPS

Critical Needs: Improve efficiency and reduce cost using IP telephony without compromising phone system reliability and availability.

Results

- Successful conversion to IP telephony improved operating flexibility and reduced overhead costs.
- Increased ability to ride through power outages with zero impact on IT systems.
- Improved visibility into satellite operations through remote monitoring.

The Solution

Woods Networking Systems, a Cisco Systems Gold Certified Partner that implemented the IP telephony system at Ability Beyond Disability, recommended that the agency contact a Liebert power and cooling specialist to ensure high availability of the agency's new IP telephony system.

Together, Woods and Liebert analyzed the application and recommended a solution: Liebert Nfinity UPS and Liebert Foundation enclosures for the main computer room and a Liebert GXT UPS for the satellite office. The Liebert Nfinity is a scalable, fault-tolerant UPS with intelligent power and battery modules configured with four hours of battery backup.

"Scalability was an important feature for us because we needed the flexibility to start small and expand as needed," says Laurie Dale, director of Information Technology.

Within weeks of switching to IP telephony, the agency's main office suffered a power outage at 4:30 p.m. on a Friday, just as workers were getting ready to use the system to record their time for payroll.

"At five o'clock the power was still out, but the Liebert UPS had nearly three-and-a-half hours of backup time left," Dale says. "Everyone was able to clock out as though we were not in the middle of an outage."

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*Laurie Dale, Director of Information Technology,
Ability Beyond Disability*

"I no longer worry about power outages," Dale says. "I can relax and focus on new ways to use technology to enrich our clients' lives."

The agency is extremely satisfied with both the Liebert technology and support. "The self-diagnostics and monitoring capabilities of the Liebert equipment simplify maintenance and let us know if we have a problem," Dale says. "And, we have had excellent support. We didn't have that with our previous UPS."

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