

CASE STUDY

UPS Support for Multi-Site Highways Infrastructure

Introduction

A major highways network contractor required reliable support for critical UPS infrastructure spread across multiple locations. The goal was to minimise risk and ensure contract commitments were met without disruption to critical services.

Challenge

The primary challenge was to provide seamless support for numerous UPS systems at several sites, while reducing operational risks for the main contractor and meeting strict service requirements.

Solution: UPS Support Services

A third-party provider was engaged to deliver full support for the UPS infrastructure. This included planned maintenance visits and responsive on-site assistance when required. The service model was streamlined—support calls were fielded, tickets were raised, and tasks were routed directly to the subcontracted service provider.

System Features

- Multi-site coverage for UPS equipment
- Combination of scheduled maintenance and reactive support
- Centralised ticketing for efficient issue resolution
- Subcontracted delivery for specialist expertise

Results

This approach delivered reliable UPS support for all relevant locations and helped the main contractor fulfil its contractual commitments.

Project Delivery

Support activities were handled smoothly with minimal involvement, reducing the workload for the main contractor and ensuring all issues were addressed promptly and efficiently.

Conclusion

Strategic outsourcing of UPS support can provide stability, reduce risk for the primary contractor, and ensure critical obligations are reliably met—all while delivering strong annual returns.