

## Case Study

Rentokil Initial UK Cleaning is part of Rentokil Initial plc – one of the world's largest providers of business support services. Rentokil Initial is a market leader in cleaning services throughout the UK, established for over fourteen years. The company provides cleaning solutions for many situations including Offices, Computer Rooms and Canteens. The company is also known for its excellence in providing services to specialist areas such as Retail Outlets, Hotels, Schools, Air, Rail and High Security Services.



Rentokil Initial UK Cleaning headquarters in Dudley

At its headquarters in Dudley, Rentokil Initial had experienced a number of brief power disruptions. Although brief and whilst overall the power cuts had not caused significant problems within the organisation it did have a disastrous effect on the file servers. It became clear that something was needed to protect the whole Computer Room rather than a limited number of individual servers, to ensure the situation was not repeated in the event of future disruptions.

After a search on the internet to find suppliers, IT Manager, Dave Roscoe, found the UPS Systems website and contacted Account Manager Melvyn York. To fully understand Rentokil Initial's requirements Melvyn arranged to visit the site so that he could undertake a full survey. A competitive solution was submitted, in this case the Riello Galatrek Multi Dialog 20 kVA which is extremely reliable for such critical applications. Also supplied was PowerShield<sup>2</sup> communication software which provides efficient, user-friendly UPS management.

**“I was impressed with the mix of good customer sales support and the friendly confidence boosting site survey provided by UPS Systems. I was very happy with all aspects of their service.”**

**Dave Roscoe**, IT Manager,  
Rentokil Initial UK Cleaning

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