

RIELLO UPS: POWERING BUSINESS CONTINUITY ACROSS THE PHILIPPINES' LARGEST BPO NETWORK



One of the largest business process outsourcing (BPO) operators in the Philippines, the client is a Fortune 500 corporation and a global leader in customer experience (CX) solutions and technology.

Serving more than 2,000 of the world's most recognized brands across technology, financial services, healthcare, and retail, the company supports millions of customer interactions daily through digitally enabled, people-driven solutions.

In the Philippines - one of the world's largest BPO markets - the client operates as one of the industry's largest private employers, with multiple sites spanning Luzon, Visayas, and Mindanao supporting thousands of agents.

Its mission-critical contact center facilities and data centers operate around the clock, with zero tolerance for downtime. Strict service-level agreements (SLAs) govern every site, meaning

any interruption to power translates directly into operational downtime and client impact.

THE CHALLENGE

As the client expanded its footprint across the Philippines, managing a fragmented, multi-vendor UPS environment across dozens of locations became increasingly difficult.



Sites ranged from compact IT rooms to large enterprise data centers, each with different

load requirements, yet all demanding the same standard of reliability and speed of response.

The key requirements were:

- A UPS solution optimized for low-to-mid-range power applications across diverse BPO and enterprise site environments.
- Elimination of multi-vendor complexity to standardize spare parts, maintenance, and fault response nationwide.
- Modular, scalable capacity to support continuous site expansion without full system replacement.
- A configuration with no single point of failure and a low Mean Time to Repair (MTTR) to protect strict SLA commitments.
- A balance of high performance and reliability with cost-efficiency across more than 40 locations.

THE SOLUTION

Touchcore Solutions Inc., the authorized Riello UPS distributor in the Philippines, established a partnership with the client since 2017. After a thorough evaluation of the client's operational demands and multi-site growth trajectory, Touchcore recommended the **Riello MPX Modular UPS Series** as the standardized power protection platform across the entire nationwide estate.



The **Riello MPX** is a three-phase modular UPS operating in online double-conversion mode,

designed for mission-critical applications requiring scalability, redundancy, and a compact footprint. **Hot-swappable power modules** allow capacity to grow incrementally as site loads increase, without system downtime or capital replacement.

Touchcore managed end-to-end design, supply, installation, and commissioning across all client sites, ensuring zero disruption to live 24/7 operations. More than **50 Riello UPS systems** incorporating have been deployed across more than 40 sites and data centers throughout Luzon, Visayas, and Mindanao. Each deployment was configured with **N+1 redundancy, eliminating any single point of failure.**

Full interchangeability of power modules and spare parts across all sites enabled the client to consolidate to a single common parts management system, significantly simplifying inventory, maintenance, and troubleshooting across the estate. To further validate the technology decision, the client and Touchcore teams conducted factory visits to the Riello UPS manufacturing facility in Italy, gaining first-hand visibility into manufacturing quality, testing processes, and engineering capabilities.

THE RESULTS AND BENEFITS

Progressively deployed since 2017, the **Riello MPX platform** has delivered consistent, uninterrupted power protection across the client's growing nationwide estate, enabling mission-critical BPO and data center operations to run without power-related disruption.



- **Uninterrupted 24/7 uptime across all mission-critical BPO facilities**, data centers, and IT rooms, meeting strict SLA requirements at every site.
- **Standardized UPS architecture** across 40+ locations, enabling a common parts management system with fully interchangeable power modules and spare parts.
- **Reduced Mean Time to Repair (MTTR)** through rapid-response Touchcore technical teams and guaranteed local parts availability across the Philippines.
- **Scalable infrastructure** supporting continuous estate growth and capacity expansion without full system replacement.
- **Optimized total cost of ownership** through a strategic balance of high performance, reliability, and **cost-efficiency suited to BPO operating environments**.
- **Strengthened technology confidence** through first-hand factory validation at the Riello UPS manufacturing facility in Italy, cementing long-term commitment to the platform.