

## Reliable power for emergency services



The ambulance service SALVA in Locarno recently moved into new head-quarters. The IT and communication systems in the headquarters are protected by an ABB uninterruptible power supply.

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01 The new SALVA HQ  
was opened in June.  
(Foto: SALVA)

SALVA (Ambulance Service Association for Locarno and Surrounding Valleys) provides the greater Locarno area in Switzerland with a medical transport service as well as pre-hospital medical treatment and care. The organization is also dedicated to the training and education of paramedics and volunteer staff who help to provide full-geographic, 24/7 coverage and cope with around 5,000 health emergencies annually in its district. Earlier this year, the organization acquired new head-quarters in Locarno, Switzerland.

When response time really can mean the difference between life and death, 100 percent IT and communications system availability is vital. This means that relevant infrastructure must be capable of operating at any time, even in the case of mains power failure. According to SALVA technical expert Gabriele Duca, “all our emergency deployments are controlled by the computer system, so in the case of a power outage, communication and coordination would have to take place over the phone, which costs valuable time.”

### Easy scalability

In order to ensure smooth IT and communication system performance, an uninterruptable supply of electrical energy is required. This is achieved in SALVA's new headquarters with ABB's modular UPS (uninterruptible power supply), the DPA UPScale RI 40. In the case of mains power failure, the UPS ensures a continuous supply of power to the vital emergency deployment system as well as the phone, computer, admin and building access systems until the backup generator kicks in.

The RI 40 allows for incremental expansions whilst ensuring redundancy at all times. The RI 40 has two modules (20 kW each), one of which is redundant, and can run autonomously for 25 minutes at full load. The RI 40 is energy efficient, has low operating costs and is easy to maintain. If SALVA wants to expand their infrastructure in the future, the RI 40's modular design allows for the easy addition of two more modules. Modules can even be added or removed without powering down.



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01 DPA UPScale RI 40

02 For the coordination of ambulance operations, communication systems must be 100 percent reliable. (Photo: SALVA)

### Tailored to customer needs

“We needed a UPS that exactly suited our very specific needs and ABB’s solution convinced us. We value the company as a competent and professional supplier,” says Gabriele Duca, explaining the reasons for choosing ABB. The proximity to the UPS production site in Quartino also played a role: “as a public company, we prefer to employ suppliers who have a local presence. We have actually known ABB for years as we provide regular first-aid courses for ABB employees.”

The delivery of the UPS and coordination with SALVA was considered a success all round. “The ABB experts gave us very professional advice and support. They took the time to understand our needs and ensured that we received the most appropriate solution for those needs. We felt very well looked after,” says Gabriele Duca.

Since its installation, the UPS system has already been able to prove itself in a real-life emergency situation: During the summer months in Locarno, there were two heavy thunderstorms with lightning strikes that led to power failures. Thanks to the UPS, the important systems in the SALVA headquarters continued to run smoothly. ABB’s solution helps to ensure that SALVA personnel can concentrate fully on their core task: patient care.

### SALVA

The rescue service SALVA (Servizio Ambulanza Locarno e Valli) plays an important role in medical care throughout the Locarno region. SALVA is a non-profit organization and works according to the laws of the canton of Ticino. It has 50 employees, 50 volunteers and a fleet of six ambulances and two fully equipped medical vehicles.

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