



Triton is a leader in ATM equipment and services with over 200,000 installations worldwide. A trusted name in the business world, they have been providing reliable and affordable products for more than 30 years. All products are made in the USA.

## Background

Triton ATMs with advertising displays can be found worldwide in a wide range of power environments. Finding power protection solutions they could rely on was crucial. So Triton looked to Emerson Network Power's ONEAC brand UPS to keep their ATM units running in any power environment.

## Case Study

**Location:** Long Beach, MS, USA

**Product and Services:** ONEAC® Power Conditioned OnePlus® UPS

**Critical Needs:** Assure continuous, clean power to ATM and ATM display in the field regardless of the quality of the power provided.

## Results

- Increased reliability of ATM and ATM display in harsh power environments
- Reduced service calls and “no trouble found” service calls due to power problems
- Increased end-user customer satisfaction with Triton ATMs

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## The Situation

An ATM is more than a teller machine. The digital display on the ATM works double duty both as an operating screen during transactions and an advertising screen between transactions. So, when a digital display goes down on an ATM, it's a huge loss. This is where Emerson Network Power, ONEAC AC Power Business comes in to provide complete power protection.

Triton has more than 200,000 ATMs deployed in a variety of power environments, ranging from stable to harsh. Because of the delicate circuitry running an ATM display, any power disturbance affects its performance. But, disturbances can also do permanent damage to an ATMs circuitry. The goal: To keep the ATM and its display available to the customers in any power environment.

"ATMs are sensitive to power fluctuations," said Mark Smith, business development manager for Triton. "Phantom errors, loss of display and loss of revenue are just some of the problems you might have in a harsh power environment." Not all power disturbances are as obvious as a power outage or lightning strike. Some can go undetected, but still do just as much damage to the equipment. For example, in a small retail store environment there can be as many as 9,000 transients per hour.

Several factors play into creating a poor power environment, including dated and overloaded electrical wiring, power fluctuations inside or outside a facility, multiple devices all plugged into the same power source and more. These all influence the power going to the ATM display.

Furthermore, the digital display on the ATM reacts to each power disturbance. It might appear as a simple jump in the picture, poor picture quality or, even worse, shut down the display altogether. These disturbances can diminish the performance of the display and shorten its life.

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## the Solution

Triton began working with Emerson Network Power, ONEAC AC Power Business to find a solution. They first visited several problem sites on behalf of Triton, conducting power audits to see what exactly was happening in the power environment. The audits showed that there were sufficient power disruptions causing the problems. So, the ONEAC Power Conditioned ONEPlus UPS (uninterruptible power supply) was tested on each site. "One of the high traffic sites was having service calls once a week. We tested the ONEAC ONEPlus on that site and the power problems disappeared," explained Chip Peagler, area sales manager of ONEAC AC Power. The same was true with other sites tested.

By using a power conditioned UPS it offered the following benefits:

- Power conditioning to address fluctuations in AC power
- Battery backup to ride through short power outages or allow for orderly shutdown
- Maximized the efficiency and life of the ATM display
- Reduced service calls

## The Results

The ONEAC UPS eliminated the disturbances caused by power issues, allowing the digital display to run in even the harshest power environment. "This ONEAC ONEPlus UPS could literally save hundreds of dollars in unnecessary service costs over the life of the product. As we continue to add ATMs to our product line, ONEAC will continue to be an offering for our distributors and customers," Smith said.

Triton now recommends ONEAC products to their distribution channel and end customers. According to Smith "A power surge can damage our products or create error conditions that cannot be resolved by traditional service. The ONEAC products give the retailer peace of mind that their product will always be ready to serve their customers."