

■ A Customer Success
from the Experts in
Business-Critical Continuity™.



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 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 ONEAC brand UPS to keep their ATM units running in any power environment.

Case Summary

Location: Long Beach, MS, USA

Product and Services: Emerson Network Power's ONEAC® Power Conditioned ONePlus® UPS

Critical Needs: Assure continuous, clean power to ATMs in the field regardless of the quality of the power provided.

Results

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



ONEAC®


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Network Power

The Situation

Triton's stand-alone and in-wall ATMs can be found in locations notorious for harsh power environments. Dated and over loaded electrical wiring, power fluctuations, and multiple devices all plugged into the same power source, can be disastrous for an ATM. Without the right power protection equipment in place, Mark Smith, Business Development Manager for Triton, knew that their systems couldn't perform up to the level they were designed for. "ATMs are sensitive to power fluctuation. Phantom errors that could not be diagnosed, loss of equipment availability, and loss of revenue are just some of the problems you might have with an ATM in a harsh power environment," says Smith.

The Solution

Triton began working with George Peagler, Area Sales Manager, Emerson Network Power, ONEAC Products and Services. He first visited several problem sites on behalf of Triton to conduct power audits to see what exactly was happening in the power environment. The audit showed there were sufficient power disruptions causing the problems with the ATMs; so, Peagler tested the ONEAC power conditioned ONEPlus UPS on each site. "One of the high traffic sites was having service calls once a week. We tested the ONEPlus on that site

and the power problems disappeared," explained Peagler. 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
- Reduced service calls

The Results

Smith adds, "This device could literally save hundreds 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."

Triton now recommends ONEAC Products to their distribution channel and end customers. "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."

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