

real life

A STORY FROM THE FRONT LINES OF POWER PROTECTION

When Speedway started to put computer systems with check-out scanning equipment in many of its gas stations and convenience stores across the country, the company took on a monumental project. When the stations started to experience power related problems, it turned a monumental project into a monumental problem.

Dirty Power Slows Down Speedway

"From the beginning of the computer system rollout, we started to see power related problems at the stores, causing both corrupted files and damaged hardware," said Paul Ricci, Speedway's Store Automation Project Manager. "Computer systems at some of our stores were going down once a day!"

"We found out that a convenience store is not a friendly environment for computer equipment," Ricci continued. "It has big walk-in coolers, microwave ovens, ice cream freezers — a variety of factors to effect the power." And not only is the store's computer system threatened internally by poor quality power. It also has to face a multitude of threats from the outside. Bad weather and construction accidents are only a few of these external threats.

"When one of our stores experienced power problems and its computer equipment went down, the store would simply have to be closed," Ricci explained. "Without the computer system, we couldn't service our customers — that fact alone caused us to lose revenue. But each time we lost power, we incurred other costs as well. Thousands of dollars of permanently damaged equip-

ment had to be replaced. And computer files were corrupted, making our accounting information worthless."

Previously, none of the stores had computers. The rollout involved going from manual cash registers to a computer system in these stores. As part of this project, Speedway had addressed the power problem when the computer equipment rollout had started. But Speedway only addressed the problem of losing power. So the stations had battery backup equipment that did not provide adequate power conditioning. In the short run, it saved Speedway money. But in the long run, it started to cost the company more than anyone had expected.

"ONEAC didn't just offer us equipment — they offered us a solution to our problems."

Paul Ricci, Speedway's Store Automation Project Manager

Speedway's experience clearly illustrates the importance of power conditioning. Battery back-up is essential protection against loss of power. But dirty

power is also a hazard, and power conditioning is protection that is just as vital. Most people understand the problems of revenue loss if the power goes out, but they also need to recognize problems from dirty power.

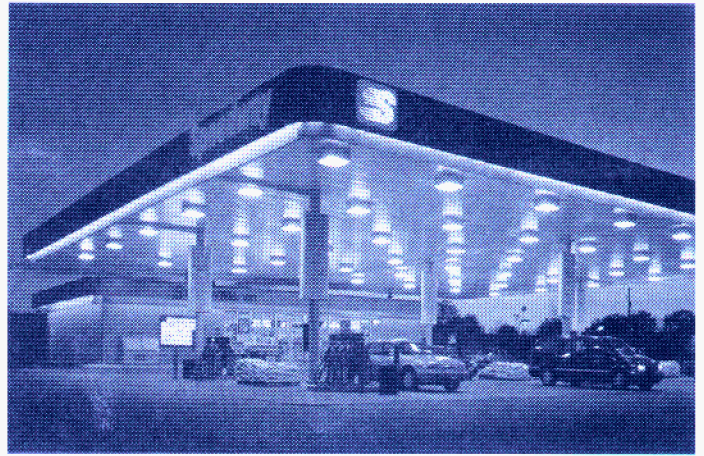
When Speedway had suspected that dirty power was the cause of their problems, they came to ONEAC for a solution. "We had two particular stores which served as good examples of significant problems. We had ONEAC put in UPSs and power conditioning equipment. The ONEAC equipment immediately solved the problems in both stores. Once we installed ONEAC equipment, the downtime at our stores was significantly reduced. And corrupt data was also significantly reduced," Ricci said. "ONEAC solved a majority of our power problems."

ONEAC offered Speedway power conditioning from an isolated transformer based system, with a built-in battery back-up. Even the battery power is conditioned when the power is out, so Speedway stations now have clean power whenever they

are operating, even during a power outage. All new Speedway stores now have ONEAC ON Series UPSs installed as standard procedure. The company is also going back to existing stores with problems and installing ONEAC UPSs or ONEAC power conditioning units to augment the equipment they already have.

"ONEAC didn't just offer us equipment — they offered us a solution to our problems," Ricci concluded. "And the company's customer service has been great. To us, customer service is an important point, and we have been very pleased. The ONEAC representatives have gone above and beyond the call of duty to answer our questions and make sure we understand the power issues."

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