

# real life

A STORY FROM THE FRONT LINES OF POWER PROTECTION

*You walk in the door of a fast-food restaurant and see a long line. Do you turn around and walk out? That's just what Wendy's wants to prevent. By installing ONEAC power conditioners, clean power is assured and registers stay on-line. Many Wendy's company-owned stores are equipped with ONEAC power conditioners to keep customers coming back.*

## Clean Power Makes For Fast-Food

Wendy's Old Fashioned Hamburgers® restaurants were founded in 1969 by Dave Thomas. Today, there are more than 5,300 Wendy's restaurants worldwide. Wendy's International, headquartered in Dublin, OH, oversees all the company-owned stores worldwide.

### The Problem

At the Wendy's® located in Ohio State University Hospital, orders are taken at remote registers and the information is recalled through a network to the front registers. Nearly everyday during the

lunch rush, the registers began going off-line continuously.

When registers are down, the store makes a call to the Wendy's Customer Response Center (CRC). The CRC will evaluate the problem and work with the manager to solve it. Downtime can cost a store lost sales. And, the most damaging part of downtime is customer dissatisfaction.

Wendy's strives for customer satisfaction so system reliability is very important. Customers are happy if they don't have to wait in line.

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“Voltage disturbances like power spikes and line noise can result in lost or corrupted data, off-line or locked up point-of-sale (POS) and managers work stations (MWS) or, worst-case, degradation or destruction of the system,” explained

Jeff Gardner, analyst for store systems implementation.

Power line noise directly interferes with the registers. Data may be lost and registers can lock up. Too much electrical noise and flux on the line can cause orders to be lost in the network. Too many spikes and surges can also cause server and hard drive destruction and loss of valuable store information.

Another Ohio-based Wendy's store was experiencing numerous power problems. Maintenance installed a competitor's UPS but it didn't eliminate the problems. After some head-scratching, they real-

ized that one of the largest power transfer stations in the county happened to be located across the street. It was overloading the power grid while a nearby welding plant was also generating huge spikes in electricity.

### The Search

“In the past, we never really looked at power quality as an issue,” explained Gardner.

Wendy's tried power strip technology and UPSs from various vendors.

“With one vendor, an alarm went off for two months because no one knew how

...continued on back



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**ONEAC** A H I G H E R L E V E L O F C O N F I D E N C E

ONEAC Corporation • 27944 N. Bradley Rd. • Libertyville, IL 60048-9700 • (847) 816-6000 • Fax (847) 680-5124 • Web <http://www.oneac.com>

to use the UPS,” explained Gardner.

“We like the fact that ONEAC power conditioners are almost fool-proof and require no maintenance.”

### **The Solution**

The relationship between ONEAC and Wendy’s began a year ago when an ONEAC Account Manager visited the problem site located in the OSU Hospital.

ONEAC used an ONEGRAPH™ to evaluate the power for a four-day period. The readings reported that while the store had no power outages, it was constantly plagued by power surges. The report also showed that the store

experienced over 300 power spikes and dips per day.

After reviewing the ONEGRAPH report, ONEAC power conditioners were installed on the MWS, the network hub and on all registers. A voice and data line protector was also installed on the modem line to ensure accurate transmission of transaction data to the corporate headquarters.

“ONEAC helps Wendy’s by cleaning up electrical line noise so store systems run reliably with a minimum of downtime. To date, ONEAC has solved the majority of Wendy’s power-related problems and we’ve been extremely satisfied. We look forward to continuing our relationship with ONEAC,” added Gardner.

“Wendy’s registers require an isolated ground (I/G) circuit. ONEAC power conditioners can be used as a portable isolated ground when stores must move registers away from that I/G circuit,” explained Gardner.

Wendy’s now evaluates suspected problem stores with an ONEGRAPH. At the end of each testing cycle, the reports are sent to Wendy’s corporate Information

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analyst for store  
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Technology department for evaluation. Many stores detect power problems and order ONEAC equipment to solve them.

All new company stores receive a 385VA power conditioner and an analog voice and data line protector. Existing stores with power problems are dealt with on a store-by-store basis.

Recently, a store in Barbersville, WV was experiencing off-line conditions with registers due to power spikes. Since installing a few ONEAC power conditioners, they haven’t been off-line.

“I had confidence in the ONEAC product before the Barbersville installation but it further reinforced that Wendy’s was doing the

right thing by installing ONEAC power conditioners,” said Bob Foose, store systems implementation manager.

“Our ONEAC Account Manager is always accessible and very responsive. His service was a big factor in choosing to purchase our power conditioners from ONEAC. Getting excellent service from a vendor is very important,” Foose added.

Foose said, “Most locations fell off the ‘problem store’ list once ONEAC equipment was installed. The bottom line—ONEAC products do what they’re supposed to do—protect the equipment.”

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