

real life

A STORY FROM THE FRONT LINES OF POWER PROTECTION

Bradenton, Florida was new territory for Cracker Barrel Old Country Stores and it brought with it new challenges for Cracker Barrel.

Cracker Barrel Old Country Stores Get New ONEAC Power Protection



For the last thirty years Cracker Barrel Old Country Store, Inc. has been offering people on the highways of America an alternative to the fast food pit stop. Their restaurants serving home-style food, quality gift shops and, most of all, a friendly and accommodating environment all go in to create a welcoming atmosphere. Making the guest comfortable is

what makes them different. However, when Cracker Barrel opened a new location in Bradenton, Florida, this customer service reputation was threatened.

The Problem

The new site in Bradenton was the most southern store at the time and the area experienced routine brownouts. At

certain times of the year brownouts could occur several times in one day, interrupting all POS terminals. According to Karen Ferrell, manager of support services for Cracker Barrel, at that point in time a store would run off a dedicated server. When the drop in voltage occurred the server went down bringing the entire system and the POS terminals down with it. Even though it would only take a few minutes to reboot and get the system running again, it could seem like forever to a guest waiting to pay a bill and leave. Once the system was back up, the interrupted sale would have to be started

again, prolonging the wait for the guest. Concerned with these customer service issues, Ferrell and her manager went straight to work to find a solution.

The Search

Several companies were contacted in order to address the brownout situation in Bradenton.

Ferrell remembers contacting many companies willing to sell their product to Cracker Barrel but she said, "ONEAC was willing to take a trip down to Bradenton with us . . . [to see] what equipment we needed, [and] to see

...continued on back

“ONEAC evaluated our needs and took the steps to tailor a solution to meet Cracker Barrel’s specific requirements.”

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what the actual situation was at Bradenton. Most of the other companies were more interested in selling product than evaluating our needs and taking the steps to tailor a solution to meet Cracker Barrel's specific requirements. ONEAC gained our business with their quality product and strong customer interest".

The Solution

Once the evaluation of the Bradenton site was completed, the ONEAC product was first tested in a lab set up in Cracker

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Barrel's headquarters in Lebanon, Tennessee. Working together with

their ONEAC sales representative, Cracker Barrel selected ONEAC's unique Power Conditioned UPS and Power Conditioners to go into the Bradenton store to manage their brownout conditions.

Ferrell reports the results of the installation: "ONEAC kept the system up during brownouts to the point that . . . the stores were unaware anything was going on".

The solution worked so well for the Bradenton store that the ONEAC

UPSs and line conditioners became 'standard equipment' with the PC-based system being rolled out at that time. Each new Cracker Barrel Old Country Store used power protection from ONEAC.

Cracker Barrel still relies on the quality built into ONEAC's product and their first class customer service department. "We've dealt with many different companies and ONEAC's probably the best company to deal with as far as service is concerned."