CASE STUDY

KIS

Tripp Lite Provides 100% Availability for Kiosk Information Systems

SUMMARY

Goal : *For Kiosk Information Systems to purchase a reliable battery backup and service monitoring/rebooting software solution that provides 100% availability and profitability for all of its kiosk installations, while saving purchasing, integration, component and service costs.*

Solution : *Tripp Lite SmartPro® 550VA USB WatchDog UPS System with included Monitoring/ Rebooting Software* (model: SMART550USBWD).

Results : *100% availability and profitability of all kiosk installations; Return on Investment (ROI) of thousands of dollars in reduced service calls and component costs.*

Kiosk Information Systems (KIS) relies on its extended network of kiosks to generate profits and expand its core business. KIS has defined four main areas as "crucial" to the success of its business.

1. **100% kiosk availability and profitability**
2. **Seamless system integration**
3. **Reduced component and service costs**
4. **Space minimization**

So when it came time to purchase a reliable, cost-effective battery backup and software package that would address all four concerns, KIS chose Tripp Lite. Tripp Lite was the clear choice when it came to providing an affordable, reliable single-purchase solution.

"Tripp Lite was the only company which offered us a single-purchase solution for ensuring 100% kiosk availability," stated Don Stark, Vice President of Engineering for Kiosk Information Systems.

About Kiosk Information Systems

Kiosk Information Systems (KIS) is the world's leading designer, manufacturer and integrator of kiosks, public Internet stations and other electronic self-service and informational terminals. Founded in 1993 and headquartered in Louisville, Colorado, KIS has adapted over 900 different kiosk designs to match the wide range of applications deployed by its Fortune 500 customers.

The Goal: 100% Availability & Profitability, Seamless Integration and Space Conservation

With 100% kiosk availability, Kiosk Information Systems could generate profits by drastically reducing service calls and component costs, each of which represent the largest expense to kiosk maintenance. "Availability is one of the most important concerns for our customers," said Stark. "If a kiosk is unavailable, it's not performing its sales or information access functions."
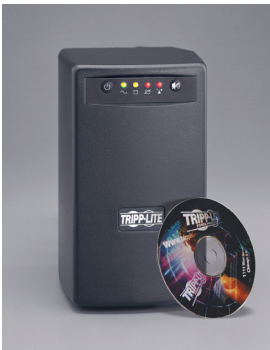
What KIS needed was a reliable, cost-effective UPS system equipped with specialized monitoring/ rebooting software that could eliminate downtime due to locked up or poorly performing system service applications running on the kiosk's CPU. This would drastically reduce costly service calls and slash component costs in half. By keeping KIS's kiosks constantly available, a reliable battery backup/ software solution not only preserves sales and information access continuity, it also helps project an image of operator/integrator reliability, which is the foundation for repeat business.

Most kiosk networks include several different components and operating systems from different manufacturers, and KIS's network of kiosks is no exception. This fact makes integrating new UPS systems and software vital to the success of any new component installation. Hence, KIS was looking for a battery backup/software bundle that could work with most existing operating systems and hardware.

Since a kiosk consists of a single, stand-alone device with several components, space for expansion is at a premium. The final KIS goal was to secure a single-purchase battery backup/software solution that made the best use of available kiosk space.

The Solution: Tripp Lite—A Trusted Leader in Reliable Power Protection and Connectivity Solutions

KIS relies on Tripp Lite Power Protection to provide 100% availability (and profitability) for all of its kiosk installations. Kiosk operators rated blackouts as the #1 threat to kiosk availability in a 2002 Kiosk Business study. Tripp Lite UPS Systems eliminate this threat to kiosk profitability by supporting and protecting components through blackouts and all power problems. "Tripp Lite UPS Systems are critical components for maintaining 100% kiosk availability," stated Stark. "We include a Tripp Lite SmartPro 550 WatchDog UPS System as a standard component in all of our kiosks."

Model: SMART550USBWD

KIS uses Tripp Lite SmartPro® 550 USB WatchDog UPS Systems to supply battery backup power and reliably support kiosk CPUs through power failures (blackouts) and chronic low voltage conditions (brownouts). In addition, SmartPro 550 USB WatchDog UPS Systems protect KIS's kiosk CPUs against damaging power surges and audio/video distortion due to line noise.

Component costs are an important concern for kiosk integrators and operators. By choosing Tripp Lite UPS Systems over competitive power protection solutions, KIS added value while drastically cutting component costs. "We cut the cost of components protecting kiosk availability in half," said Stark, "which saved our customers approximately $130 per kiosk, on average. Tripp Lite was the only manufacturer who could offer us two availability products for the price of one—a UPS system and a remote service monitoring/rebooting application."

Tripp Lite SmartPro 550 USB WatchDog UPS Systems include WatchDog Service Monitoring/ Rebooting Software. Tripp Lite's WatchDog Software eliminates downtime due to locked up or poorly performing system service applications running on the kiosk's CPU. WatchDog Software includes a full range of monitoring and benchmarking functions. Together, Tripp Lite UPS Systems and WatchDog Software completely safeguard kiosks against costly downtime.

Aside from reducing hardware costs, Tripp Lite's solution saved KIS's customers from excessive service costs. A recent Server Technology study found that the #1 reason for service calls was to reboot locked equipment. "Since service averages $150 per call or 'truck roll'," explained Stark, "Tripp Lite UPS Systems pay for themselves by eliminating just one service call."

The lengths Tripp Lite went to ensure maximum reliability and seamless integration into their kiosk systems impressed KIS. "Reliability was a major concern prior to switching to Tripp Lite," said Starks. "In the past, we deployed APC® UPS Systems and TimeOut™-2400 service monitoring/rebooting devices. By switching to Tripp Lite, we increased reliability because we no longer had to coordinate two separate devices from two separate manufacturers. Unlike the competition, Tripp Lite's software has a proven track record of success. Tripp Lite's software engineers went the extra mile to integrate their software into our systems. It gave us a tremendous sense of ownership and peace-of-mind."

Conserving space is also an important issue for kiosk operators, and Tripp Lite's SmartPro 550 USB WatchDog UPS System makes the best use of available space in KIS's kiosks. "The small footprint of Tripp Lite's UPS System saved valuable space," said Stark. "Since their solution is far more integrated than competitive offerings, it allowed us to eliminate the need for a separate piece of hardware to run the service monitoring/rebooting software."

The Results: Availability & Profitability, Substantial ROI and World-Class Service and Support

By providing 100% availability of all kiosk systems, KIS has expanded its business and saved thousands of dollars in reduced service calls and component costs.

"There's no question that Tripp Lite provides KIS with the best combination of superior price, performance and customer service," stated Stark.

Featured UPS System:

SmartPro® 550 USB WatchDog UPS System
- Eliminates downtime, damage and data loss with reliable battery backup, surge suppression and line noise filtering
- Includes WatchDog Software for system service monitoring, benchmarking and rebooting
- Includes PowerAlert Software for remote web/wireless power management
- Saves space with small footprint cabinet
- Covers connected equipment against surge damage with $200,000 Ultimate Lifetime Insurance
- Provides 550VA capacity to accommodate all kiosk components

WatchDog Software Also Sold Separately
Purchase WatchDog Software separately for use with most Tripp Lite UPS Systems to build a complete protection and availability solution, or use WatchDog Software as a stand-alone application.

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