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Client: The largest private off-roading, camping, trail riding, and hiking destination in the United States, nestled in the mountains of Tennessee.

Challenges

- Fluctuating rural power supply caused near-daily POS system crashes, damaging equipment.
- Lacked a way to monitor power surges.
- Downtime resulted in lost revenue.

Solution

- Cloud-enabled remote monitoring with emergency backup power and surge protection.

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by **Schneider Electric**



Overview

With 73,00 acres and over 300 miles of trails for riding and hiking, along with camping and events, this popular destination tucked away in the mountains of rural Tennessee sees hundreds of visitors each weekend during peak season.

However, its rural location comes with an erratic power supply. A power surge not only can damage equipment but also knock out the point-of-sale (POS) systems, resulting in thousands of dollars of lost revenue per day of downtime. It was time to shore up this edge of the cloud in four-wheel drive country.



The Back Story

Part of the beauty of rural Tennessee is its remote location, ideal for outdoor activities and hopping off the grid. However, it's a double-edged sword, because the "grid"—even the power grid—barely extends to this setting. Power fluctuates, and with the fluctuations come equipment damage and lost revenue.

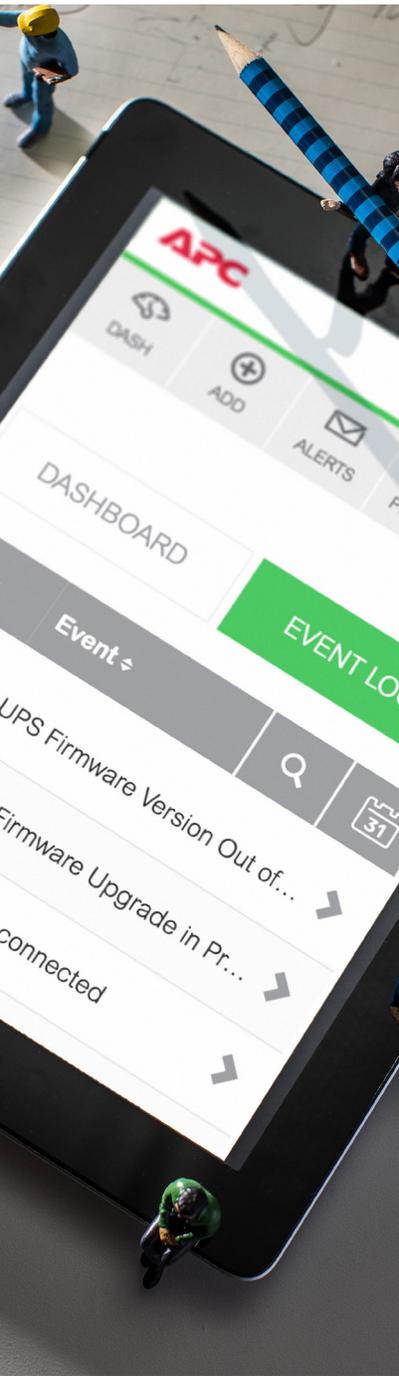
As the largest private off-roading, camping, and hiking destination in the U.S., the client couldn't afford to have its POS system crash—but crash it did, on a near-daily basis. Despite their having a backup generator, the POS continually lost power during surges.

Not only was equipment being damaged as a result, but the business was also losing as much as \$2,000 in sales revenues each day during the busy season. This included the sale of permits for off-roading, as well as in-store merchandise from events, souvenirs, fuel, and equipment rentals.

The client's Knoxville-based preferred APC™ by Schneider Electric partner, Computer Systems Plus, was undeterred. "The edge of the cloud truly is in four-wheel-drive country," said Rob Glass, company CEO. "It's the edge of the network, but arguably there."

Working with minimal IT infrastructure at the location, they started by implementing a new server to host the software needed to monitor and stabilize the POS system, along with an uninterruptible power supply (UPS).

The solution consisted of a cloud-enabled APC Connected Smart-UPS™ with Pure Sinewave battery backup power and surge protection ([SMC1000C](#)). Computer Systems Plus also provided IT integration services to implement the new equipment into the data center environment.



The Solution

However, even after installing the new UPS systems, the POS system still experienced downtime with power outages. So Computer Systems Plus turned to Connected Smart-UPS—an innovative, easy-to-use remote monitoring feature that provides proactive actionable alerts, automatic notifications, firmware updates, and advanced support services.

After connecting Connected Smart-UPS to the network and registering it, the partner used it to access the APC SmartConnect software to view UPS status and review the logs. He finally found the root cause of the problem—a switch disconnected from the power supply—and after searching the client’s building, he located and connected the switch. With the insights gained by using Connected Smart-UPS, along with several levels of support, the APC partner resolved the issue and ensured the client had the uninterruptible power supply needed for continuous uptime.



“APC delivers outstanding hardware with the ability to gain insight into the power being delivered to our units, all from the cloud,” Glass said. This proved to be a cost-effective solution to ensure uptime for the POS systems, as well as monitor any outages and pinpoint problems quickly.

Results

Ultimately, this outdoor destination business—with the help of its APC partner—no longer worries about replacing equipment damaged by power surges or losing revenue due to downtime. No matter what happens with the rural power grid, the business can ably function at the edge of the cloud. And that makes its customers happy campers.

Learn more at

apc.com/smartconnect

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