

CUSTOMER CASE STUDY

Innovolt Reduces ATM Service Calls and Downtime

CUSTOMER

- One of the world's largest owner and operators of automated teller machines
- Interested in decreasing ATM downtime
- Also looking to reduce ATM service costs

CHALLENGE

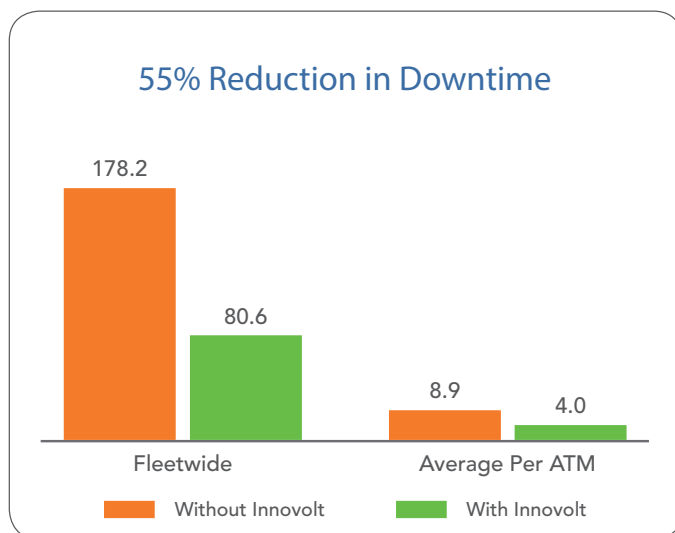
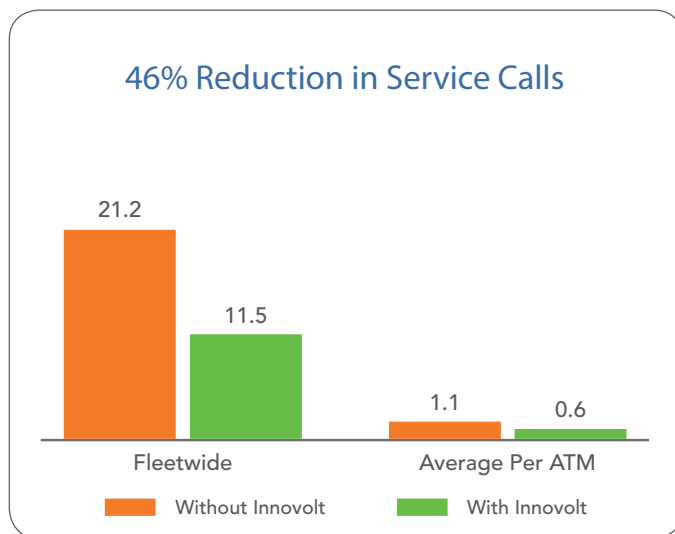
- Customer suspects they have Electrical Over Stress (EOS) issues but have no way to verify this
- Customer also suspects those EOS issues are causing increased service costs and downtime

DATA COLLECTION OVERVIEW

- Install locations included convenience stores, big box retailers, university and branch environments
- Tested Innovolt's power protection functionality and remote connectivity
- Power environment data indicates EOS disturbances across entire fleet

TRIAL RESULTS

- During a six month trial, customer experienced a 55% reduction in ATM downtime
- During a six month trial, customer experienced a 46% reduction in monthly service calls
- Customer demonstrated that Innovolt significantly reduces ATM service costs and downtime while giving them unprecedented visibility into their power environment



Test results from six months of service history on ATM fleet using Innovolt devices.