

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

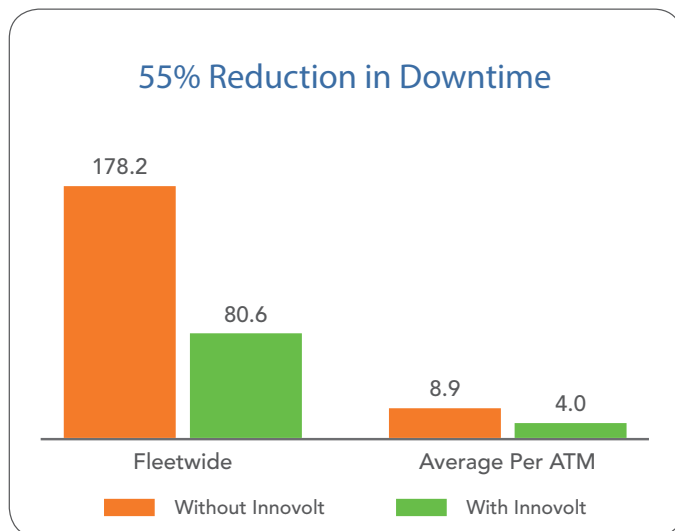
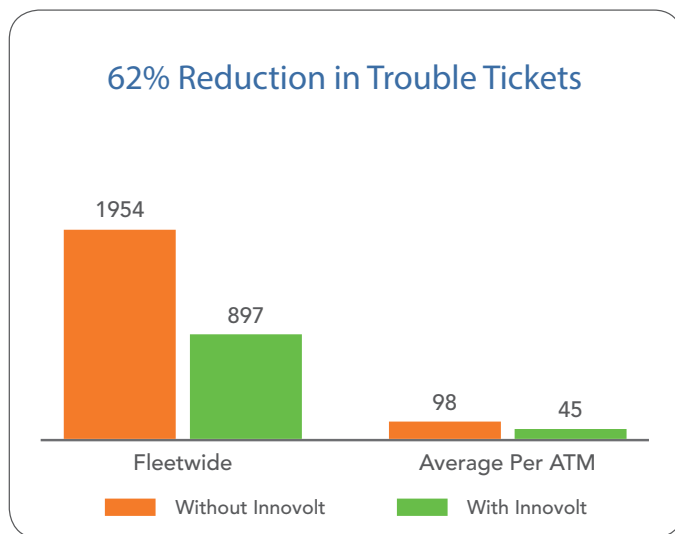
- Customer suspects they have Electrical Over Stress (EOS) issues but have no way to verify this
- Customer also suspects those EOS issues are causing increased service costs and downtime

DATA COLLECTION OVERVIEW

- Install locations included in-branch ATMs in varying locations across northeastern United States
- Tested Innovolt's power protection functionality
- Power environment data indicates EOS disturbances across entire fleet

TRIAL RESULTS

- During a three month trial, customer experienced a 32% increase in ATM uptime
- During a three month trial, customer experienced a 54% reduction in monthly service calls and 62% reduction in reboots
- Customer demonstrated that Innovolt significantly reduces ATM service costs and downtime while giving them unprecedented visibility into their power environment



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