



Radiant Systems, Inc. is a global provider of innovative technology to the hospitality and retail industries. Radiant's solutions have helped to redefine the consumer experience in more than 100,000 restaurants, retail stores, stadiums, parks, arenas, cinemas, convenience stores, fuel centers and other customer-service venues.

Background

The Aloha Command Center gives Radiant Systems' customers a window into each server and terminal to see device details in real-time, allowing them to quickly resolve problems and prevent disruptions to their hardware. Now, because of a long term trust in Emerson Network Power ONEAC® AC power business, Radiant customers can also monitor their UPS and batteries through the system as well.

Case Summary

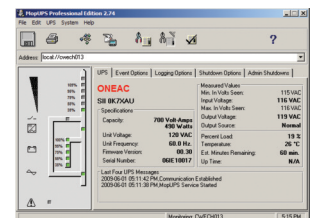
Location: Atlanta, GA

Product and Services: Emerson Network Power's ONEAC UPS monitoring software

Critical Needs: Integrate UPS monitoring software with existing Command Center to broaden capabilities of the system.

Results

- Successfully integrated UPS monitoring system with Command Center software
- Enable user to monitor UPS systems through the Command Center
- Allow proactive intervention to avoid downtime



The Situation

Radiant System, Inc. customers using the Aloha Command Center to monitor their hospitality technology now have an additional advantage. They can now monitor their power devices through the same system. The ONEAC monitoring software enables an end-user to monitor their UPS system, providing a variety of alerts on the condition of the UPS and batteries and allows for a safe system shutdown when necessary.

Emerson Network Power ONEAC AC power business worked closely with the developers of the Aloha Command Center to bring the two systems together. Modifications were made so the systems could “talk” to each other and provide the customer access to the crucial information they need in one system rather than two separate systems.

“Since we already had a long standing, trusted relationship with Radiant Systems, Inc., working closely with them to bring these two products together was easy,” says George Peagler, area sales manager, Emerson Network Power ONEAC AC power business. “We had been working with Radiant for over 15 years, they knew they could trust our product and knew we would back it up. The software we integrated with the Aloha Command Center is such a natural combination. It was good to see them come together in such a dynamic and complete tool for the customer.”

By adding the UPS monitoring software to the Aloha Command Center, the user can now monitor and set up alerts such as:

- UPS status (on or off), UPS overload, UPS over temperature, UPS on battery

- Verification of cable connections between the UPS and server being protected
- Low battery
- Battery replacement
- Hardware fault – call for service
- Set up parameters for a safe shutdown of the equipment being protected by the UPS

This additional information being provided gives support centers insight into system problems that are not related to the hardware, but to the system’s power.

Jaime Westendorff, Director of Operations of Dynamic Systems says, “The ONEAC alerts in Command Center have been a help to our technical team, giving them access to hardware problems that have resulted from power related issues.”

According to Ragan Anderson, Hospitality Control Solutions, “The ONEAC new Interface into Aloha Command Center has added for us a great new level of visibility into the environment of our clients. Now we can tell at a glance if POS hardware issues are potentially related to its electrical environment by checking to see how - or if - the sites still have the ONEAC power protection devices installed. Knowing if the power protection is overloaded, bypassed / missing, or currently on battery power helps us make intelligent decisions and reduces troubleshooting time.”

With beta testing complete and systems already in place, Anderson goes on to say, “We were happy to participate in the testing and deployment of the Command Center alerts for the ONEAC product line that we use in every site, and we would recommend this new tool to every Aloha Support Center.”

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