

Tripp Lite Provides 100% Availability for Kiosk Information Systems



“Tripp Lite was the only company which offered us a single-purchase solution for ensuring 100% kiosk availability.”

*Don Stark
Vice President of Engineering
Kiosk Information Systems, Inc.*



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. 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. “Availability is one of the most important concerns for our customers,” said Don Stark, Vice President of Engineering for KIS. “If a kiosk is unavailable, it’s not performing its sales or information access functions. Tripp Lite UPS Systems are critical components for maintaining 100% kiosk availability. We include a Tripp Lite SmartPro 550 WatchDog UPS System as a standard component in all of our kiosks.”

KIS uses Tripp Lite SmartPro® 550 USB WatchDog UPS Systems to supply battery backup power to 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.



Kiosk Information Systems’ world headquarters.

By keeping KIS’s kiosks constantly available, Tripp Lite UPS Systems not only preserve sales and information access continuity, they also help project an image of operator/integrator reliability which is the foundation for repeat business.

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.”

KIS was impressed by the lengths Tripp Lite went to ensure maximum reliability and seamless integration into their kiosk systems. “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."

"Tripp Lite was the only company which offered us a single-purchase solution for ensuring 100% kiosk availability," said Stark. "There's no question that Tripp Lite provides KIS with the best combination of superior price, performance and customer service."

Industry Awards & Reviews: SmartPro® 550 USB WatchDog UPS System



"Tripp Lite's SmartPro 550 USB WatchDog System is the only single-purchase solution available to ensure 100% availability by protecting a kiosk investment from the two most common causes of downtime: power failure and system or service lockup."

Kiosk Magazine,
September 2002



"The unofficial theme of the Spring 2002 N+I conference

was Return to the Enterprise, with e-business, storage remote access and security products dominating. Our editors reviewed dozens of products at the show and selected these five to receive Communications News' Editors' Choice Awards."

Communications News,
June 2002



"To keep all these snazzy kiosks up and running and in good shape you can turn to the SmartPro 550 USB WatchDog System from Tripp Lite, a single purchase solution ensuring 100% availability, monitoring and operating system restart."

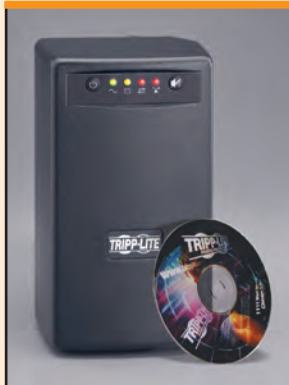
Kiosk Business,
January/February 2003



"A crash-free PC may be impossible, but you can have a PC that restarts automatically if it freezes up. Tripp Lite's WatchDog system works with several of the company's uninterruptible power supplies. WatchDog monitors your OS and reboots the PC if it stops responding, ensuring that any critical PCs you have will remain up and running while they're unattended."

PC World,
March 2003

Featured Product Description



SmartPro 550 USB WatchDog UPS System

Model: SMART550USBWD

- 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 cabinets
- Covers connected equipment against surge damage with \$50,000 Ultimate Lifetime Insurance
- Provides 550VA capacity to accommodate all kiosk components*

* Dozens of other UPS systems are available from Tripp Lite with capacities from 300VA to 10,000VA.

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. Contact Tripp Lite for details.

Backed by an 80-year history of trusted reliability, Tripp Lite offers a convenient, single-source solution for protecting, managing and connecting all kiosk and P.O.S. components. Tripp Lite's model line includes UPS systems, surge suppressors, multiple outlet strips, line conditioners, inverters, isolation transformers, cables, adapters and more!

For more information about Tripp Lite Power Protection, or to access additional testimonials, visit our website at www.tripplite.com

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