Eaton 3S rings up reliability for grocery chain

Location:
Across Louisiana

Segment:
Retail

Problem:
The grocery chain needed a reliable, space-saving and cost-effective backup solution for its checkout lanes.

Solution:
Eaton® 3S UPS

Results:
The superior warranty and exceptional reliability afforded by the Eaton 3S have made it an ideal choice for the grocery outlet.

"I'm really glad to have found Eaton, and to have found a company that's willing to give me a warranty like that."

Arland Head, director of information technology

Background

With eight locations in Louisiana, LeBlanc's Food Stores focuses on customer service, quality products, excellent selection and competitive prices. LeBlanc's is best known for its perishables, particularly the fresh-cut USDA Choice Black Angus Beef, seafood selection and full-service bakery/deli. In addition, the produce department offers a wide selection of fresh fruits and vegetables, while the liquor department is fully stocked with popular beer, wine and spirits.

Challenge

One of the cornerstones to providing excellent customer service is ensuring that LeBlanc's cash registers remain fully operational at all times. With a total of 79 checkout lanes across the eight locations, the organization needed a reliable, space-conserving solution to deliver backup power and protection to all of its point-of-sale (POS) terminals.

With all stores relying on generators in the event of a prolonged outage, "our expectation of a battery backup solution is to get us through that initial 3 to 5 minutes of ramp up," explains Arland Head, the store's director of information technology.

Previously relying on uninterruptible power systems (UPSs) from another manufacturer, LeBlanc's found itself having to replace the units on an annual basis. "That's just a cost that you don't want to have to bear every year," Head says.

As a result, the grocery chain began investigating other UPS brands — and discovered that the comparison was anything but apples to apples.

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Solution

Since the beginning of the year, LeBlanc's has been cashing in on the superior technology afforded by the Eaton 3S UPS. With approximately 50 750VA units already deployed throughout the store's locations, Head furnishes the checkout lanes with a new 3S as each of the company's previous units fails.

"As a device goes bad that's out already there, I replace it with an Eaton unit," he says. "Eventually, we will have all Eaton units."

The sleek Eaton 3S not only delivers high efficiency and energy-saving battery backup and surge protection, it comes with a three-year warranty that covers both the UPS and its batteries. With no other manufacturer in the industry offering such protection, LeBlanc's has gained peace of mind in both the quality and reliability of the UPSs.

"When you've had to replace a device once a year, knowing that I have three years of coverage on a unit is a real comfort," Head confirms, adding that the units have proven exceptionally cost-effective.

Furthermore, the plug-and-play functionality of the 3S enables LeBlanc's to begin backing up its POS equipment right out of the box. "When we plug it into the PC, the PC recognizes it without my having to add any additional drivers," Head reveals. "I was never able to do this with the other UPSs."

Another selling point for the grocery chain was the unit's outlet selection — with five outlets offering battery backup and surge protection, plus an additional five outlets providing surge protection only.

"Now I can put all of my POS-related devices on the UPS," Head shares, adding that as a result, he was able to eliminate a power strip. "The way it's set up is a definite plus."

In addition, the sleek design of the 3S enables LeBlanc's to easily fit the unit alongside electronic equipment. The UPS can also be wall-mounted or desk-mounted for further space savings.

The IT director also appreciates the unit's user-replaceable batteries. "I can replace the batteries rather than replacing the whole device," he says. "I couldn't do that previously."

By combining the 3S with Eaton's Intelligent Power® Protector software, customers also have the option of monitoring and managing all power devices on the network, as well as programming a graceful shutdown of computers during an extended power outage.

Head has been so impressed with the 3S deployment that he is now considering adding other Eaton UPS models throughout the company. "I'm really glad to have found Eaton," Head sums up, "and to have found a company that's willing to give me a warranty like that."

Head also praises Eaton's UPSgrade program, which allows customers to upgrade to a new unit (up to 6 kVA) at a discounted price, while providing environmentally friendly disposal and recycling of all previous UPS components.

"It's great when you can recoup something, plus have somewhere I can send the units that will keep me in compliance," Head explains.

Results

With the Eaton 3S units in place, LeBlanc's is now able to:

- Ensure the continuous uptime of POS equipment by shielding it from power anomalies
- During an outage, keep equipment up and running until generators power on
- Gain ultimate peace of mind with the unit's three-year warranty
- Protect more equipment with 10 available outlets
- Monitor and manage devices using power management software

Eaton 3S

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