



POWERING DENTAL CARE

CyberPower PFC Sinewave
UPS Systems with
Power Monitoring Software



A POWER CHECKUP



POWERPANEL CLOUD
PRO

CyberPower's portfolio of power protection solutions includes uninterruptible power supply (UPS) systems of all sizes and capacities and include options for power monitoring and management software which are designed to meet the growing demands of IT professionals. From project scoping to professional commissioning and service, CyberPower can deliver a complete power protection solution.

Shown: CP1500PFCLCD PFC Sinewave UPS System

Solution Summary

Location: Aspen Dental offices throughout the United States

Opportunity: To partner with SHI International and Aspen Dental to provide reliable power protection and monitoring in all its offices.

CyberPower Solution: CP1500PFCLCD PFC Sinewave UPS Systems with PowerPanel® Cloud Pro power monitoring software.

Results: The rollout of CP1500PFCLCD with PowerPanel Cloud Pro power monitoring software is an early success. Aspen Dental offices are now powered and protected nationwide with battery backup, and can be monitored anytime, anywhere ensuring optimal business operations.

CyberPower®

About CyberPower

Founded in 1997, CyberPower designs, manufactures, and delivers award-winning power protection solutions, including uninterruptible power supply (UPS) systems, power distribution units (PDUs), surge protectors, mobile charging devices, connectivity, and power management software to customers worldwide.



ABOUT ASPEN DENTAL

Aspen Dental® was founded in 1998 in New York by Bob Fontana with the goal of breaking down the barriers that patients face when it comes to dental care. Aspen now has 1000+ locations throughout the United States and offers a wide variety of services such as general dentistry, emergency dental services, cosmetic dentistry, dentures, implants, aligners, and more. Aspen also offers a variety of financial options to help patients afford treatment.

For over a decade, Aspen Dental has relied on Software House International (SHI) as their partner for IT hardware and services to manage their technology needs for their corporate offices and their offices across the nation.



“We don’t ‘target’ customers, we talk to them. We understand where they need to go. Then we help them select, deploy, and manage the technology that will get them there.”

Thai Lee, SHI Co-Founder,
President, and CEO

ABOUT SHI (SOFTWARE HOUSE INTERNATIONAL)

Founded in 1989, SHI is a worldwide value-added reseller (VAR) of IT products from hardware to software to services. With nearly 7,000 employees and \$15 billion in annual revenue, SHI is the largest woman-and-minority-owned company in the US. As a global IT solutions provider, SHI serves 17,000+ organizations and 1,000+ technical resources with a personalized approach that improves efficiency and ensures projects are delivered on time.

SHI provides IT hardware solutions sourced from thousands of technology partners as well as software including generative AI, next gen infrastructure, cyber security, and productivity applications. It also offers managed services such as cloud, IT, finance, staffing, and more.



SITUATION: A NATIONWIDE DENTAL PROVIDER UNPROTECTED

Aspen Dental required a networked power protection solution for their 1000+ locations with very specific requirements. They were seeking a battery backup unit to support their high-end IT equipment that was small enough to fit in a small back office of a dental practice. Also, Aspen Dental wanted to ensure they could monitor each office's battery backup remotely from their corporate headquarters.

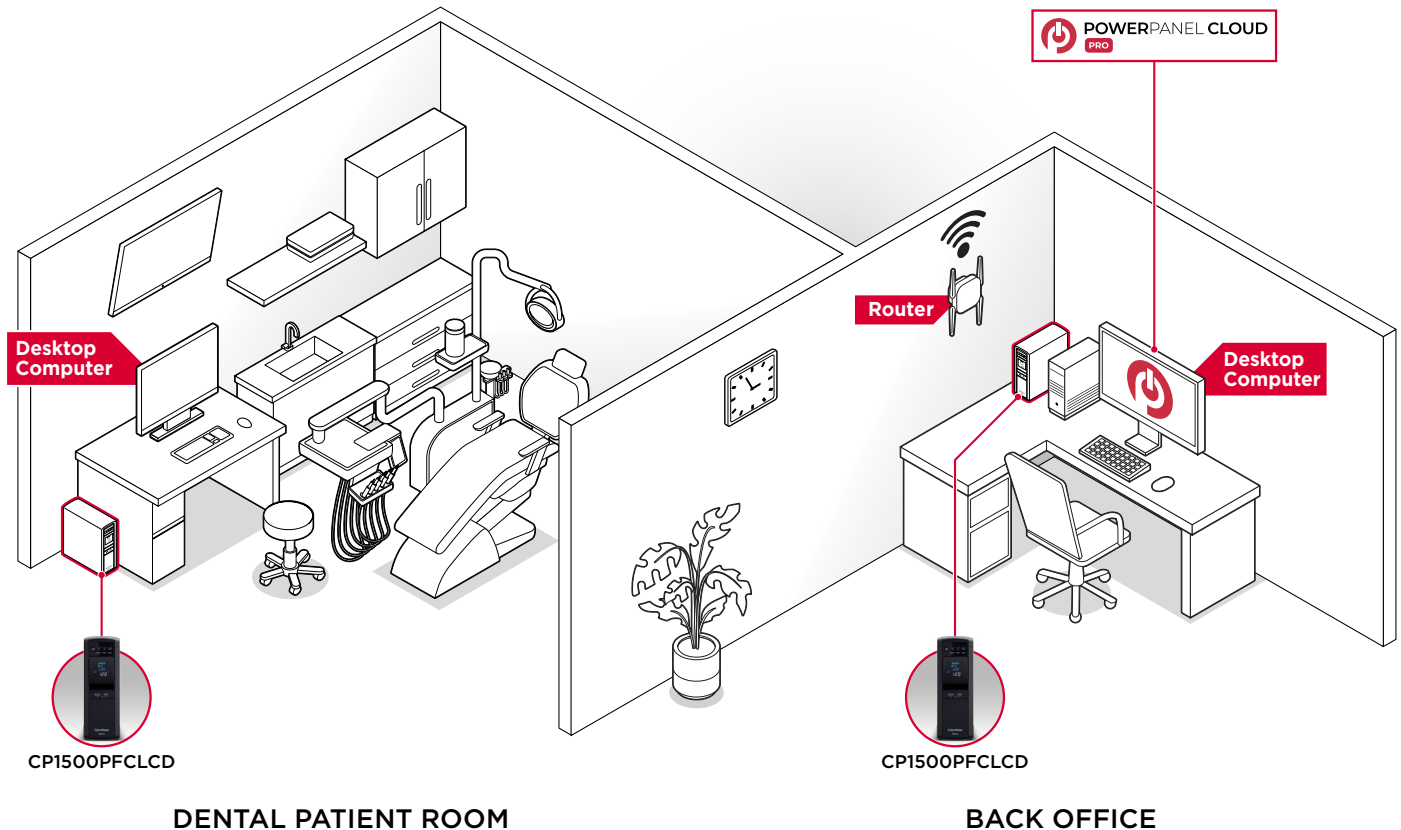
In the event of a power issue, they wanted to be able to respond quickly to ensure there was no disruption in office operations or patient care. Aspen reached out to Account Executive, Natalie Gudel, at their IT partner, SHI International, to help them find a solution.

TASK: DELIVER BATTERY BACKUP THAT'S SMALL IN SIZE BUT BIG IN POWER

Aspen Dental needed a UPS system that could fit all locations and that could be monitored from anywhere. Natalie recommended a sine wave UPS system that could both fit in a desk and provide cloud-based remote monitoring and management capabilities.

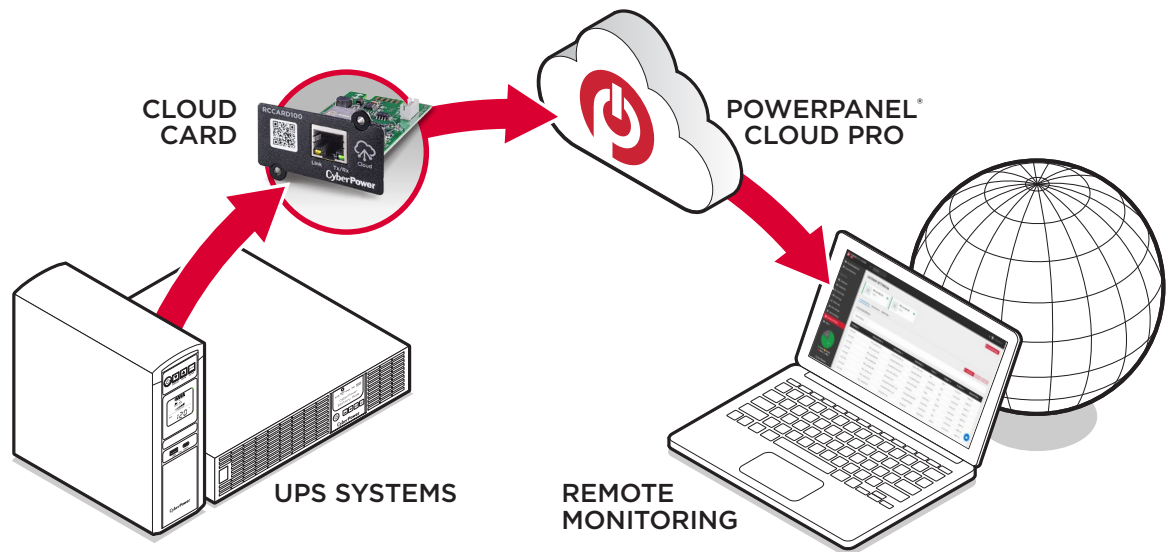
SHI partners with multiple power manufacturers and Natalie reviewed several battery backup and power monitoring software options. While selecting the power protection hardware was a simple task, finding the right software solution was a bigger challenge.

POWER PROTECTION ARMED TO THE TEETH



ACTION: POWER PROTECTION WITH ENHANCED MONITORING CAPABILITIES

Natalie partnered with her CyberPower sales executive to determine the best UPS system for Aspen's needs. They determined that the CP1500PFCLCD, a sine wave battery backup was the best solution. CyberPower also offered cloud-based power monitoring software, PowerPanel Cloud, but the software wasn't designed to support the volume of Aspen Dental – yet.



CyberPower's Applications Engineering team then collaborated with SHI's Managed Service Provider (MSP) division to develop a more robust version of CyberPower's PowerPanel Cloud software. The new software version included all the same features as PowerPanel Cloud but expanded accessibility to accommodate more users for larger, decentralized organizations that required power monitoring capabilities across multiple locations. CyberPower also upgraded features such as an enhanced dashboard that displayed power conditions for every UPS system at a glance, and increased functionality for power monitoring by adding site maps for each location.

*"When it comes
our partners,
our goal is to
be as helpful
as humanly
possible."*

Natalie Gudel,
SHI Account Executive

To ensure a good match before a full rollout, CyberPower sent a demo unit of CP1500PFCLCD and two remote management card options. The CP1500PFCLCD UPS system with the RCCARD100 best met their budget needs and included cloud accessibility.

Leveraging SHI's configuration center, CyberPower started shipping CP1500PFCLCD UPS systems equipped with pre-installed RCCARD100 remote monitoring cards and PowerPanel Cloud monitoring software in late 2022 and continue to roll out chain-wide to all 1000+ Aspen locations.

POWERING CUSTOMER SUCCESS



RESULT: POWERED, PROTECTED, AND PROCTORED

CyberPower had a hardware solution that fit Aspen Dental's needs for sine wave output that can fit into a small office. This battery backup solution combined with customized power monitoring software allowed Aspen Dental to monitor the power at their 1000+ dental offices nationwide from their corporate headquarters. This complete power protection solution allows Aspen Dental to respond quickly to any power issues that arises, keeping their dental offices up and running, ensuring uninterrupted patient care.



SHI continues to support Aspen Dental while CyberPower has become Aspen's power protection partner of choice. Now, Aspen also uses CyberPower power strips and surge protectors in their locations and have also installed CyberPower UPS systems at their other affiliate businesses.

From basic to advanced power protection and monitoring, CyberPower is your ultimate ally in power. To learn more, contact a CyberPower sales associate and or visit CyberPowerSystems.com/products.



CYBER SNAP SHOT

Who?	Aspen Dental offices throughout the United States
What was learned?	Necessity is the mother of invention. Power protection hardware and software can be customized to work in tandem to support unique business needs.
Why it matters?	Power protection and monitoring are both critical for decentralized business operations.

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