



Case study

POWERING POINT OF SALE

PowerPanel® Cloud Pro
power monitoring software



CUSTOMER INSIGHT LEADS TO IMPROVED OVERSIGHT



Shown: CyberPower PFC Sinewave CP1500PFCLCD tower UPS System, PFC Sinewave CP1500PFCRM2U rackmount UPS system and PowerPanel Cloud Pro power monitoring software

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

Solution Summary

Location: Charleston, South Carolina

Opportunity: To efficiently provide remote UPS monitoring to all eCoast client locations

CyberPower Solution: Development and implementation of PowerPanel Cloud Pro

Results: eCoast can now monitor all their clients' power devices efficiently and effectively with PowerPanel Cloud Pro software

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 ECOAST

eCOAST SYSTEMS

Founded in 2006, eCoast Systems is a provider of point-of-sale (POS) technology solutions offering managed IT services to small and medium-sized restaurants and retail businesses in Charleston, South Carolina. They focus on maintaining the efficiency and security of their clients' IT systems, providing services like 24/7 network monitoring, cyber security protection, cloud technologies, and data backup/disaster recovery. Their goal is to remove the hassle of IT administration, allowing clients to focus on growing their business.

SITUATION: UNCHECKED UPS SYSTEMS WERE UNDERPERFORMING

As a managed IT services provider (MSP), eCoast ensures client systems run efficiently with minimal downtime including cloud technology management, cyber security, and POS systems for approximately 300 clients.

eCoast had been providing UPS systems to their customers for several years but kept encountering the same issue, some UPS systems failed when there was a power outage because the battery hadn't been checked since it was installed, and had since expired. eCoast needed a cost-effective method to monitor their clients' UPS systems remotely so action could be quickly taken to service the battery backup before the next power outage.

PARTNER AND PIVOT TO PROGRESS



Charleston, SC metro area

“With CyberPower, you can get what you need, when you need it.”

Dave Arnold, CEO of eCoast

TASK: POWER MONITORING SOLUTIONS THAT CAN SCALE

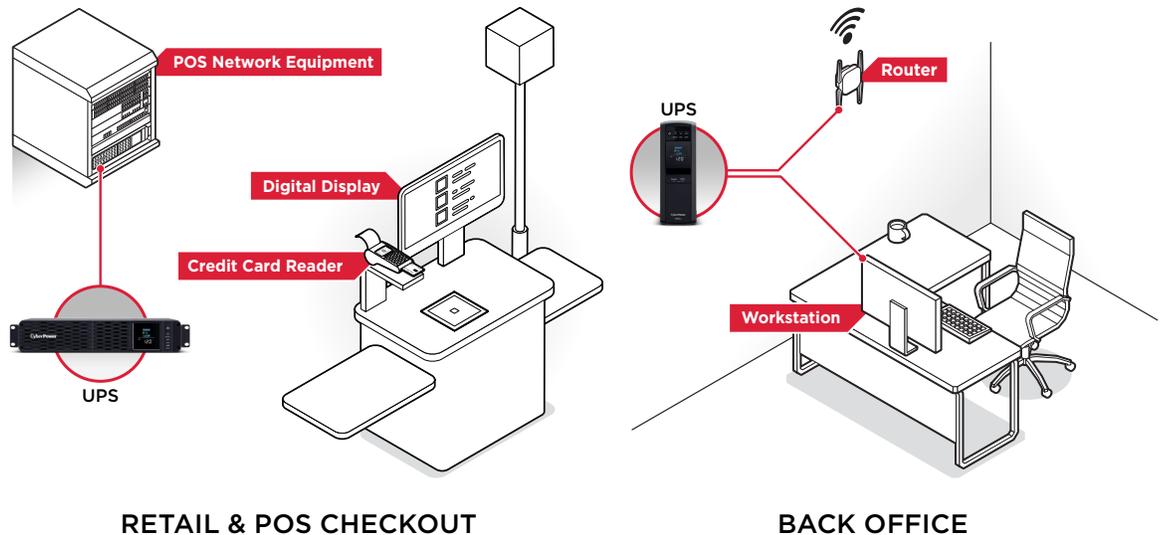
As eCoast grew their customer base, they needed a scalable solution to remotely monitor their clients’ power protection solutions effectively and efficiently. eCoast CEO Dave Arnold discussed their remote monitoring challenges with CyberPower at the annual Retail Technology Solutions Summit in 2021.

At that time, CyberPower was launching the cloud-based version of their proprietary power monitoring software, PowerPanel®. CyberPower recognized that a cloud-monitoring solution would allow eCoast to monitor their clients’ UPS systems anytime, anywhere. Shortly thereafter, eCoast started offering PowerPanel Cloud services to their clients and opted to make CyberPower their exclusive partner for UPS system hardware and power monitoring software.

While CyberPower PowerPanel Cloud could monitor power 24/7 remotely, it was only designed to be licensed for a limited number of power protection devices, also known as “nodes”. As an MSP serving multiple clients with hundreds of locations, eCoast needed to monitor all their clients’ locations, the flexibility to group them strategically, and the ability to prioritize problems to provide the most effective IT support.

ACTION: EXPAND AND ENHANCE SOFTWARE SOLUTIONS

Given the successful partnership that eCoast built with CyberPower over several years, they shared the limitations they faced with PowerPanel Cloud software. In turn, CyberPower began to build an expanded, more comprehensive version that offered additional capacity to license an unlimited number of nodes as well as the flexibility to group, monitor, and manage them by client, department, or location. PowerPanel Cloud Pro software was born.



CyberPower invited eCoast to participate in the beta testing process for the new PowerPanel Cloud Pro software to assess the functionality of the increased node capacity, grouping options, and notification types. CyberPower used the feedback from eCoast and other beta partners to update the software to add features and functionality needed to support their customers' needs.

Given eCoast clients' limited office space, the optimal solution was a two-pronged approach of a CP1500PFCRM2U sine wave short-depth UPS system in a wall-mounted rack to support the security and POS systems and a CP1500PFCLCD sine wave desktop tower for their back-office computer workstations. The battery backups were deployed with PowerPanel Cloud Pro power monitoring software that could be easily monitored remotely by the eCoast support staff.

POWERING BUSINESS



RESULT: POWERPANEL CLOUD PRO IS PUT TO THE TEST - AND PASSES

With PowerPanel Cloud Pro software installed, eCoast can now monitor all their clients' power protection devices and prioritize them to support clients more efficiently. eCoast has used the enhanced features to prioritize notification updates in order of urgency. For notifications requiring immediate action an IT ticket is automatically generated and sent to the eCoast support team.

“PowerPanel Cloud Pro turns down the noise so we can prioritize our client’s immediate power needs and respond more quickly to resolve issues.”

Dave Arnold, CEO of eCoast

PowerPanel Cloud Pro software was put to the test with a customer that has over 200 retail locations who experienced frequent thunderstorms in the spring and summer that disrupted their power. Using PowerPanel Cloud Pro, eCoast was able to manage the settings on their UPS systems to avoid unnecessary repair costs and proactively arrange for safe shutdown of equipment, protecting their data and devices from damage.

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



CYBER SNAP SHOT

Who? eCoast, an MSP and IT provider to POS and retail outlets in Charleston, SC

What was learned? Power monitoring can be customized to better meet clients' power protection needs

Why it matters? While power protection is vital, the ability to strategically monitor that power is critical to sustained protection.

Results: eCoast can now remotely monitor their clients' power efficiently and effectively.