

# CYBERPOWER SUCCESS STORY CASINO GAMING



## INTRODUCTION

An entertainment company needed uninterruptible power supply (UPS) units for slot machines in three of its casinos. The company had specific requirements for each UPS, including runtimes, space limitations, and temperature threshold concerns. The customer also requested a guaranteed five-year minimum product life cycle.

- Customer: Gaming company with 15 properties in eight states
- Request: UPS units for 4,200 slot machines in casinos in three states

### AVR750U

Each unit was already registered by serial number when it was shipped, so the warranties were in effect on delivery with no further action required.



## REQUIREMENTS AND RESPONSES

### 1. The customer had a very short timeline for product selection.

Within 24 hours of the information request, CyberPower sales and technical specialists had a comprehensive response prepared—including product recommendations, competitive comparisons, pricing, and sample units shipped for testing.

### 2. Careful planning was needed to meet size and temperature requirements.

CyberPower representatives created a mock-up to simulate a casino environment for the recommended unit. They also worked with building management to coordinate multiple equipment deliveries for each location, timed to match the installation schedule.

### 3. All three locations had demanding delivery schedules.

A verbal agreement was made within a week and the first purchase orders in less than a month. CyberPower communicated with the customer throughout the fulfillment phase, providing frequent updates on inventory and delivery of more than 4,200 units.

## RECOMMENDATIONS

For this application, CyberPower specialists recommended the AVR750U UPS system with a five-year extended warranty.

## RESULTS

To meet all requirements, the warranty was extended from three years to five years. Each unit was already registered by serial number when it was shipped, so the warranties were in effect on delivery with no further action required. The customer was pleased with the product, price, and protection.

Most of all, the customer said, CyberPower made the entire process easy. Additional projects are being planned.