



Little Creek Casino

Case Study

The Challenge

Deliver clean, continuous power to more than 500 casino play and point-of-sales stations despite undependable power source

The Solution

Liebert GXT2 double conversion UPS systems

The Results

- Elimination of power-related downtime for revenue-generating player stations
- 75 percent reduction in battery replacement costs for UPSs protecting distributed systems

The Liebert Difference

- Double conversion topology
- Business continuity expertise
- Solution-oriented channel partners

The Partners

- Davis Enterprises
- Climate Conditioning

Little Creek Casino Hits Jackpot With Switch to Liebert UPS

The Situation

The thought of Little Creek Casino closed because of power problems always kept Jim Henne, Little Creek's manager of management information systems, on the edge of his seat.

"If our player terminals go down, our customers can walk across the street to another casino," Henne said. "And we may never get them back. Any interruption in operation can have an impact on customer loyalty."

Henne used Liebert Nfinity UPSs to protect the main IT systems for the hotel and casino, including the network, firewall, finance, guest checkout and the IP telephony communication system.

However, on the casino floor, non-Liebert, line-interactive UPSs were being used to protect the player stations and these systems weren't providing the protection Henne expected. Power problems were regularly causing the revenue-generating play stations to freeze or reboot.

"We had regular problems during the summer because of sags and surges caused by the high power demands of our cooling units," Henne said. "During the winter, small outages occurred at least monthly. We invested in a backup generator to enable us to maintain business operations during an outage, but the smaller UPSs weren't protecting systems while the generator was started."

When the player stations went down it took at least five minutes from the time a technician arrived on-site to complete the required start-up and testing. "It was a major disaster," Henne said. "When customers can't get on a station, they may just leave and go to another casino."



For the team at Little Creek Casino, the switch to Liebert double conversions UPSs has eliminated costly downtime resulting from insufficient power protection.

“Davis and Liebert developed a UPS specification matrix tailored to our application that analyzed configuration options and identified the most cost-effective solution for our application and objectives.”

Jim Henne,
Manager, Management
Information Systems,
Little Creek Casino

“Using very small UPSs and only adding capacity as needed may seem like an economical approach. . . .“However, it can create a system that is very difficult and costly to manage. Little Creek will experience significant savings just in battery replacement costs as a result of the changes that were made.”

Mike Davis Sr.,
President,
Davis Enterprises

The Solution

Henne turned to Davis Enterprises, a Liebert solutions provider specializing in the casino, healthcare and financial industries, for help. Davis, working with Liebert representatives, analyzed the application and proposed an economical solution to eliminate the impact of power problems on critical systems throughout the casino.

“Davis and Liebert developed a UPS specification matrix tailored to our application that analyzed configuration options and identified the most cost-effective solution for our application and objectives,” Henne said.

The solution was to reduce the number of UPSs used to protect the player stations and to upgrade UPS topology from the line interactive systems to Liebert double conversion UPSs. The unit selected for this application was the Liebert GXT2, a compact, rack-mountable UPS that delivers double conversion protection in just 2U of rack space.

Henne was impressed by Davis’s approach and expertise, but he needed to be sure the solution would work in his application. “Our power quality is pretty erratic. I was concerned that a system that worked well in other areas might not perform as well here,” Henne said.

A single Liebert GXT2 was installed as a pilot unit on a bank of seven player stations and two remote point-of-sale units. The Liebert GXT2 performed flawlessly in the demanding environment and passed a series of tests designed by Henne to simulate extreme problems.

“I was able to get same-day response and quality assistance from Liebert’s representative at Climate Conditioning,” said Mike Davis Sr., president, Davis Enterprises. “The bottom line is that without Liebert support, we could not have delivered the best possible solution.”

“We even did live testing in front of our senior management and the UPS performed perfectly,” Henne added. “We didn’t have a single second of downtime. All player stations and point-of-sale units were up and running through all sags, surges and power outages.”



The Liebert GXT2 2U double conversion UPS.

Double conversion UPSs provide higher quality output during sags than line interactive systems and also rely less on their battery system. Line interactive systems use their batteries more frequently to condition power, depleting batteries and reducing capacity for outage protection. A double conversion system also eliminates the “switchover effect” that occurs in other topologies when the UPS switches to battery.



"We are extremely pleased with the Liebert solution Davis Enterprises recommended and implemented. It has eliminated one of the big concerns I've had regarding business continuity."

Jim Henne,
Manager, Management
Information Systems,
Little Creek Casino

The Results

Following the test period, Little Creek Casino ordered 135 Liebert GXT2 UPSs to replace the 300 line interactive units throughout the casino.

"Using very small UPSs and only adding capacity as needed may seem like an economical approach to power protection," said Davis. "However, this approach can compromise protection as it did in this application, and create a system that is very difficult and costly to manage. Little Creek will experience significant savings just in battery replacement costs as a result of the changes that were made."

"We're extremely pleased with the Liebert solution Davis Enterprises recommended and implemented," said Henne. "It has eliminated one of the big concerns I've had regarding business continuity."

For his part, Davis is quick to share credit for the success of the project with Liebert and Climate Conditioning.

"We get excellent products and support from Liebert and that allows us to deliver better solutions to our customers," said Davis. "Having a Liebert representative enables us to get same-day response to our inquiries and we have confidence when we install a Liebert UPS it is going to provide the protection our customers expect. While other manufacturers have been investing in advertising and marketing, Liebert has been investing in the research and development of products that the market needs."



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