



Acumera Case Study

Transforming RaceTrac's Retail
Technology Landscape



INDUSTRY: Convenience Store
NUMBER OF LOCATIONS: 775+
HEADQUARTERS: Atlanta, GA

About the Company

Headquartered in Atlanta, GA, RaceTrac, Inc. is a third-generation, family-owned company that is comprised of four operating divisions: RaceTrac, RaceWay, Energy Dispatch, and Metroplex Energy. RaceTrac owns and operates more than 575 RaceTrac convenience store locations across eight southern states: Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, Tennessee and Texas. RaceTrac also owns more than 200 RaceWay stores in 12 states across the Southeast. With the mission to “make people’s lives simpler and more enjoyable” RaceTrac is dedicated to providing its guests with a seamless and convenient shopping experience. RaceTrac, Inc. relies on the Acumera Reliant Platform to achieve this goal.



Maintaining the uptime of our critical systems, applications and devices is critical to our business operations. RaceTrac simply can't afford any downtime or interruption in service as it impacts our guests experience.”

John Lukas
CIO & VP of Information Technology, RaceTrac

Challenge

With critical applications supporting both inside retail and outdoor fuel operations, maintaining system uptime and servicing guests is essential to RaceTrac. Downtime for any component of either critical inside or forecourt operations translates to lost revenue, dissatisfied customer experience, and lost opportunities per instance.

Prior to implementing the Acumera Reliant Platform the technology footprint at RaceTrac's convenience stores was extensive, with many unique stand-alone systems in use, including point-of-sale systems, fuel, and payment controllers, and other in-store technology. This existing vendor infrastructure was delivered leveraging single-purpose hardware and point solutions with no centralized management, monitoring, or data collection capabilities. All these operational requirements were becoming increasingly critical to the company's expanding operations.

Solution

The Acumera Reliant Platform stood out to RaceTrac as it comprehensively addressed their current needs for a retail-hardened platform to deliver both their current applications with high availability and the fact that Acumera offered a hardware, cloud, and 3rd party application vendor-agnostic solution for monitoring, managing, and maintaining the technology infrastructure of RaceTrac's retail stores. The solution was also recognized for the fact that it allowed RaceTrac flexibility to future-proof its infrastructure at a lower and predictable cost.

RaceTrac immediately recognized the benefits of the Acumera Reliant Platform cloud-managed solution and the fact this would allow them the ability to manage full system and application deployments of any size from a centrally-managed platform. Not only did this mean that changes could be pushed to a store or groups of stores as needed, but also helped decreased labor and support costs associated with the team managing these deployments.



40%

Reduction
in the total
number of
support incidents

90%

Reduction
in critical device
failures resulting
in a truck-roll

“

We have been impressed by Acumera's edge computing platform. The ability to consolidate hardware and systems plus allowing us to make changes to a single location, specific groups of stores, or even chainwide in near real-time was a game changer for us. Real time observability into operations is critical for our continued success.”

Tyler Grubbs
Executive Director of Store Technology, RaceTrac

Results

Since implementing the Acumera Reliant platform, RaceTrac has seen significant improvements in the overall uptime of systems, system reduction in tickets from stores, and faster recovery of service from hours and days to barely minutes. The platform has helped to reduce the total of attributable support incidents by over 40% since implementation.

Leveraging the Acumera Reliant Platform, RaceTrac has now consolidated multiple single-purpose systems into a highly scalable, highly-available, resilient, and centrally managed edge computing platform. The Acumera Reliant Platform has provided RaceTrac with the stability, monitoring, and recovery capabilities needed to ensure the smooth running of its retail, fuel, and hospitality operations, while allowing for future flexibility and expansion into emerging and next-gen technologies.



Truck-rolls due to critical devices failing has fallen 90% since the introduction of the Acumera Reliant Platform and related software tickets have decreased by over 40%.”

John Lukas
CIO & VP of Information Technology, RaceTrac

With the Acumera Reliant Platform deployed, RaceTrac can continue providing its guests with a seamless and convenient shopping experience, reducing downtime and improving overall operational efficiency while having a foundation to deliver their next-generation applications and customer experiences.



Cloud Managed Technology

RaceTrac can now make changes to store technology quickly, and from the cloud. This means that changes are easier to make since configurations are managed centrally and patches and updates are applied from the cloud to each local store reliably. RaceTrac gains the ability to push upgrades to their environment to a single store, group of stores, or chainwide in mere hours, rather than the weeks it used to take.



Reduced Total Cost of Ownership

The Acumera Reliant Platform improved operational reliability, allowing the RaceTrac teams to essentially do more with less human effort, resulting in a lower total cost of ownership and significant positive ROI from implementing the platform. This translates to a meaningful impact on RaceTrac's bottom line.



Added Agility and Future-Proof Technology

RaceTrac can now add new applications to their stores by creating new virtual machines or docker containers – regardless of the 3rd party application vendor. As RaceTrac continues to innovate to their guests through technology, they can do so via software, without adding additional hardware or needing to perform truck-rolls. Truck-rolls due to critical devices failing has fallen 90% since the introduction of Acumera Reliant Platform and related software tickets have decreased by over 40%. Real time awareness and management of the store tech stack, allows RaceTrac to ensure this impact is maintained. Additionally, RaceTrac has the ability to evolve their current store technology stack without the typical upfront capital investment required to deploy new hardware or servers. All this helps to continue to drive operational efficiencies and keep costs predictable.



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