



Acumera Case Study

Enhancing Payment Environment Management and Retail Compliance: Hudson Group's Success with the Acumera Reliant Platform



INDUSTRY: Retail & Hospitality
NUMBER OF LOCATIONS: 2000+
HEADQUARTERS: Bethesda, MD

About the Company

Avolta North America, operating under the global brands of Hudson Group, HMS Host & Dufry, is one of the most recognizable travel retailers operating over 2,000 destinations across the United States and Canada. Avolta is committed to delivering exceptional service and maintaining the highest standards in customer satisfaction for the more than 1,000,000 customer transactions performed every single day. As Avolta has continued to innovate and integrate new and multiple unique front end processing systems, including Point of Sale (POS), payment systems, pay-at-table, and infrastructure requirements - the core foundation for application hosting and systems management has been delivered by the Acumera Reliant Platform.



Acumera has been a true partner throughout this innovation journey, delivering what we need quickly and reliably, but more than that - participating in the process to ensure we build our solutions in a way that best enables them for success"

Dave Stubbs
Chief Technology Officer

Challenge

Recognizing the challenges of supporting a diverse set of multi-branded retail and hospitality brands requiring the highest level of uptime and reliability, Avolta sought a solution that would seamlessly integrate with its operation, supporting both virtualization and containerization. Avolta's Chief Technology Officer, Dave Stubbs, emphasized the need for a solution that was extensible for future business requirements, but also provided a retail-hardened and reliable operating environment with minimal to zero downtime.

Solution

In collaboration with Acumera, Avolta implemented the Acumera Reliant Platform to deliver both retail, hospitality, and payment systems along with other unique geographic requirements such as pay-at-table and in-field systems deployment. Leveraging Acumera, Avolta is able to select the vendors, systems, and applications they wish to use and deploy them in the most reliable and agile manner possible.

Key Steps in Implementation:

Application Delivery: Leveraging the Acumera Reliant Platform, Avolta can deploy both Windows virtual machines and Linux-based containers as required. Systems are cloud deployed through either a simple UI or through easy-to-integrate API's from Acumera.

High Availability: Avolta operates numerous retail and hospitality/QSR locations behind TSA security, where accessing technical support can be difficult. To address this, their systems require continuous operation with high availability and real-time automated failover, for all front-end guest processing systems. The Acumera Reliant Platform ensures these needs are met, supporting Avolta's applications to deliver predictable and consistent customer experiences.

Acumera is Committed to Innovation:

Acumera employs a holistic approach to technology management, addressing security, networking, and in-store computing, to help retail and hospitality chains reduce costs and risks associated with deploying customer-engaging applications. The Acumera Reliant Platform consolidates various functions into a single platform, resulting in reduced costs, improved security, and increased reliability.

Results



Business Agility

As Avolta has continually introduced new technology and systems across their locations, the Acumera Reliant Platform has been the foundation for application delivery, systems management, and observability.



Reduced Total Cost of Ownership:

The dynamic nature of the Acumera Reliant Platform allows for frictionless configurations, supporting Avolta's evolving business needs.




Future-Proof Technology

The agnostic approach of the Acumera Reliant Platform to hardware, cloud, and third-party vendors played a significant role in Avolta's decision to adopt it. This flexibility allowed Avolta to optimize edge server sizing, application providers, and cloud hosting options to achieve the best possible outcomes.

About Acumera:

Acumera, the leading provider of edge computing and secure network solutions, transforms the delivery of applications and infrastructure for retail and hospitality. The Acumera Reliant Platform offers a streamlined approach to deploying and managing applications, networks, and security controls, ensuring optimal design, implementation, and support for critical systems. Trusted by thousands of leading brands, Acumera is at the forefront of driving the next generation of mobile, agile, and customer-engaging applications in the retail and hospitality industries.



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