



Improve Business Continuity with Advanced Drives Maintenance

EcoStruxure™ Service Plan for Variable Speed Drives

A modular digital plan

From essential support to advanced digital services, Schneider Electric's EcoStruxure Service Plan provides condition-based maintenance that enables dynamic scheduling of onsite activities for your variable speed drives.

This means we perform the right maintenance at the right time to improve business continuity, reduce the risk of electrical failure, and optimize your operational budget.

Benefits

- **Up to 65%*** reduction of electrical failure risk, minimizing unplanned downtime
- **Up to 20%*** reduction in maintenance activities and downtime
- **Simplified operations** with online asset condition monitoring and alarming
- **Increased asset** uptime with predictive analytics, remote and onsite manufacturer expertise
- **Faster issue resolution** with 24/7 remote technical assistance
- **Optimized operational budget** with a condition-based maintenance strategy
- **Improved asset lifetime** with asset management consultancy

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*These percentages are non-contractual and are based on Schneider Electric experience and expertise with respect to main route cause of electrical failure risk observed and for which Schneider Electric has developed solutions

Get more from your digital services.

The asset health feature automatically alerts your critical asset management service expert about the state of your asset at predetermined intervals and can be fine-tuned when more frequent analysis is needed.

How it works



Data collection

Data is collected from your variable speed drives and uploaded through a cybersecure link to the Schneider Electric Cloud.



Analysis

Your variable speed drives are continuously, remotely monitored by [Schneider Electric's Connected Services Hub](#).



Notification and consultation

A services expert will notify you in a timely manner when issues are identified and propose corrective actions implemented online or onsite by our Field Service technicians.



Proactive mitigation

Corrective actions are reviewed to verify issues are properly resolved and ensure optimal operations.

Services	Predict	Prime
Support		
Prioritized multi channel premium support	-	✓
mySchneider premium support portal access	-	✓
Premium support 8x5	✓	✓
24x7 Telephone Technical Support*	-	✓
Connected Services Hub support 24x7 Proactive Tech Support	✓	✓
Maintain		
Corrective Maintenance - En-route Commitment**	-	✓
Onsite preventive maintenance 8x5	-	✓
Labor and travel preferred rates	-	✓
Parts at preferred rates	-	✓
Monitor		
Access to EAA-ED customer portal and SmartApp	✓	✓
Continuous monitoring and alarming (ambient and asset data)	✓	✓
Asset health monitoring with health index	✓	✓
Quarterly summary report	✓	✓
Annual enhanced report	✓	✓

* Only in countries where 24/7 technical support is available.

** Depending on the Service Level Agreement in each country. Upgrade option: Onsite response time available for 4h, 8h, and 48 hours.

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Schneider Electric Industries SAS
35 rue Joseph Monier
92500 Rueil-Malmaison, France
Tel : +33 (0)1 41 29 70 00

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