

Remote Monitoring Service

Secure 24-hour monitoring that keeps your system running at optimal performance



Diagnose and resolve problems before they become critical



A 7x24 Remote Monitoring Service that acts as a primary or secondary support function. Trained technicians will monitor the health status of physical infrastructure to help diagnose, notify and resolve problems before they become critical.

- 7x24-hour monitoring
- Web Portal
- Event notification
- Monthly Reports
- Service Dispatch in conjunction with a maintenance contract

Customized Web Portal

What does the customer Web Portal offer you?

Recent Events

Device	Description	Date Updated
SmartUPS192 888	No update has been received from this device.	2012-10-10
Infra2Ure Centre	No update has been received from this device.	2012-10-10
Infra2Ure Centre	No update has been received from this device.	2012-10-13
Infra2Ure Centre	No update has been received from this device.	2012-10-13
Infra2Ure Centre	No update has been received from this device.	2012-10-13
SmartUPS192 888	No longer on battery power.	2012-10-00
SmartUPS192 888	UPS: On battery power in response to an input power problem.	2012-10-00
SmartUPS192 888	UPS: Restored the local network management interface to UPS.	2012-10-00
SmartUPS192 888	No update has been received from this device.	2012-10-00

Event and Ticket Volume

Agreement Status

Agreement Type	End Date	Total Nodes	Available Nodes
RMS Agreement	2012-12-31	92	9

System Health Summary

Category	Status	Details
Uninterruptible Power Supplies	OK	No devices need attention.
Other Devices	OK	No devices need attention.
Profile Validation	Warning	7 (repaired 1).

Health summary

–Simple visual status of the overall infrastructure, with contract status and configuration advice

Usage graph

–Shows the volume of physical infrastructure events and those requiring a phone call or an escalation

White papers

–Displays extensive knowledge and best practice advice

Contacts

Contact Name	Title	Email Address
Demo Presentation	Demo	demopresentation@pec.com
John Coan	RMS Rep	john.coan@schneider-electric.com
Neil Wilson	RMS Rep	neilwilson@schneider-electric.com
Papaweh Szeemany		wsp@pec.com
Steven Marchetti		Stevens.marchetti@schneider-electric.com

Policy

List all the people who should have access to the Network Monitoring Service with the Contacts. Remove inactive people (email required), but do not remove device access (local contacts) and those with Profile Owners' contact. Contacts are typically the local people who can act upon the issue on the device, and to grant access to service personnel if required.

The Profile Owner is the primary contact for the monitoring service and is responsible for maintaining the contact list. A Profile Owner contact cannot be deleted or made inactive. It is possible to make such a contact necessary to get further contact as a Profile Owner.

Exclude all local phone numbers for each person. They will also phone numbers to change the priority.

Step by step configuration process

–Simple, well defined process helps maintain and adapt notification process

Explanation box

–Help section that offers step by step guidance that explains the significance of each step and how to fill in the data

Mass configuration

–Quickly modify the notification order for a group of devices

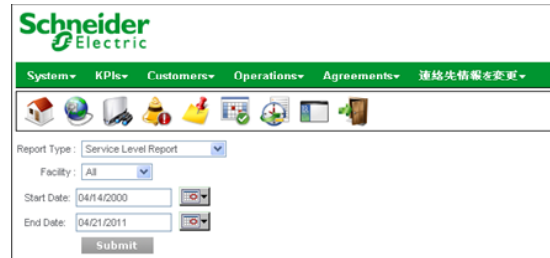
Drag and drop priority

–Priorities can be set by a simple drag and drop process

Features

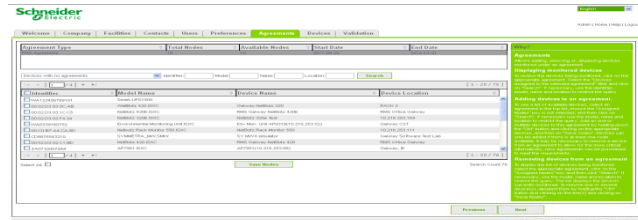
Event logging and reporting

Pinpoints timing and sequence of events leading up to an incident. Displays who was notified and when they were notified and how.



Customized Notification

Customers can customize notification lists based of their preferences and company needs.



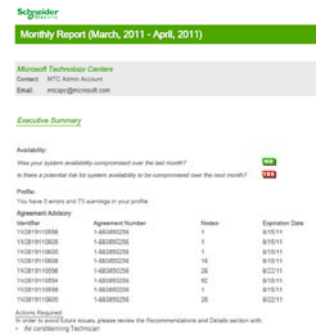
Proactive service dispatch

In conjunction with a service contract, ensures that the Service Engineer arrives onsite fully briefed on the service issue and equipped with the required service parts, ensuring fast and efficient repair.



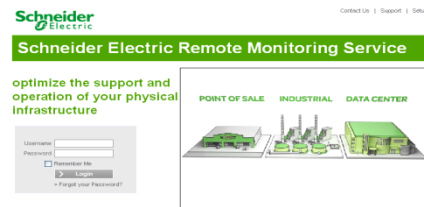
Regular reports

Provides detailed analysis in a simple dashboard view that offers recommendations and best practices. Depending on the customer's needs, the report is available every 30 or 90 days. Reports are also available for the end user to pull when needed.



Trending analysis

Enables notification of potential threats on a specific device and pro-active advice



Available Services

Available Contract Type	Part Number
One Year SKUs	
1 Year of Remote Monitoring Service for (1) N	WRMS1YR1N-01
1 Year of Remote Monitoring Service for (25) N	WRMS1YR25N-01
1 Year of Remote Monitoring Service for (100) N	WRMS1YR100N-01
Two Year SKUs	
2 Year of Remote Monitoring Service for (1) N	WRMS2YR1N-01
2 Year of Remote Monitoring Service for (25) N	WRMS2YR25N-01
2 Year of Remote Monitoring Service for (100) N	WRMS2YR100N-01

For further information on Remote Monitoring Service or for further information on Schneider Electric's service offer please visit www.apc.com

