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?

**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

**Step by step configuration process**
– Simple, well defined process helps maintain and adapt notification process

**Explanation box**
– Help section the 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 on 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

<table>
<thead>
<tr>
<th>Available Contract Type</th>
<th>Part Number</th>
</tr>
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<tbody>
<tr>
<td><strong>One Year SKUs</strong></td>
<td></td>
</tr>
<tr>
<td>1 Year of Remote Monitoring Service for (1) N</td>
<td>WRMS1YR1N-01</td>
</tr>
<tr>
<td>1 Year of Remote Monitoring Service for (25) N</td>
<td>WRMS1YR25N-01</td>
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<tr>
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<tr>
<td><strong>Two Year SKUs</strong></td>
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For further information on Remote Monitoring Service or for further information on Schneider Electric's service offer please visit www.apc.com