



Improve your Power Management with Power Advisor System Health Technology

EcoStruxure Service Plan

EcoStruxure Service Plan leverages Power Advisor System Health technology to optimize the reliability of your power management system, enabling critical power service experts to deliver proactive identification and notification of issues on your site.

Designed to get more from your EcoStruxure Power Monitoring Expert (PME) or Power Operation (PO) software, System Health provides continuous remote monitoring of issues impacting data loss or system failure so you can maintain optimal operations.

Key benefits

- Directs digital service plan activities to focus on issue resolution rather than identification
- Continuous, remote monitoring of the health of your power monitoring system
- Automated identification and notification of issues impacting data loss or system failure
- Proactive communication from dedicated Schneider Electric for issue resolution
- Issue prioritization and resolution incorporated into your EcoStruxure Service Plan

EcoStruxure Service Plan

Our service plans improve power system performance and reliability. Critical power service experts use advanced analytic tools – applying them to data collected from your power management system – to identify issues impacting data quality and electrical networks. A key part of these plans, System Health enables continuous, remote site monitoring for greater peace of mind.

Get more from your digital services

System Health automatically alerts your critical power service expert about the state of your system at predetermined intervals and can be fine-tuned when more frequent analysis is needed.

How it works



Data collection

Data is continuously collected from your power system and uploaded to our secure server.



Analysis

Power system and software are continuously, remotely monitored by your Schneider Electric or EcoXpert service partner.



Notification and consultation

Based on analysis, you will be notified in a timely manner when issues are identified for prioritization and expert guidance on corrective actions.



Proactive mitigation

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

What it includes

Continuous system health monitoring

- Critical power service experts remotely monitor your PME or PO power system
- Notification of critical issues by next business day* with expert guidance on corrective actions
- IT-friendly, secure, one-way encrypted data transmission
*(*or according to your EcoStruxure Service Plan agreement)*

Power management software diagnostics

- Remote monitoring ensuring that all necessary software services are running
- Detects device communication issues and diagnoses corruption in database logs
- Interprets and notifies on critical system log messages over various time ranges

Server and operating system diagnostics

- Detects low disk space and memory
- Monitors excessive CPU usage
- Evaluates database size compared to thresholds

Power Advisor System Health is available as an add-on to your EcoStruxure Service Plan. For more information, contact your dedicated Schneider Electric service representative.

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