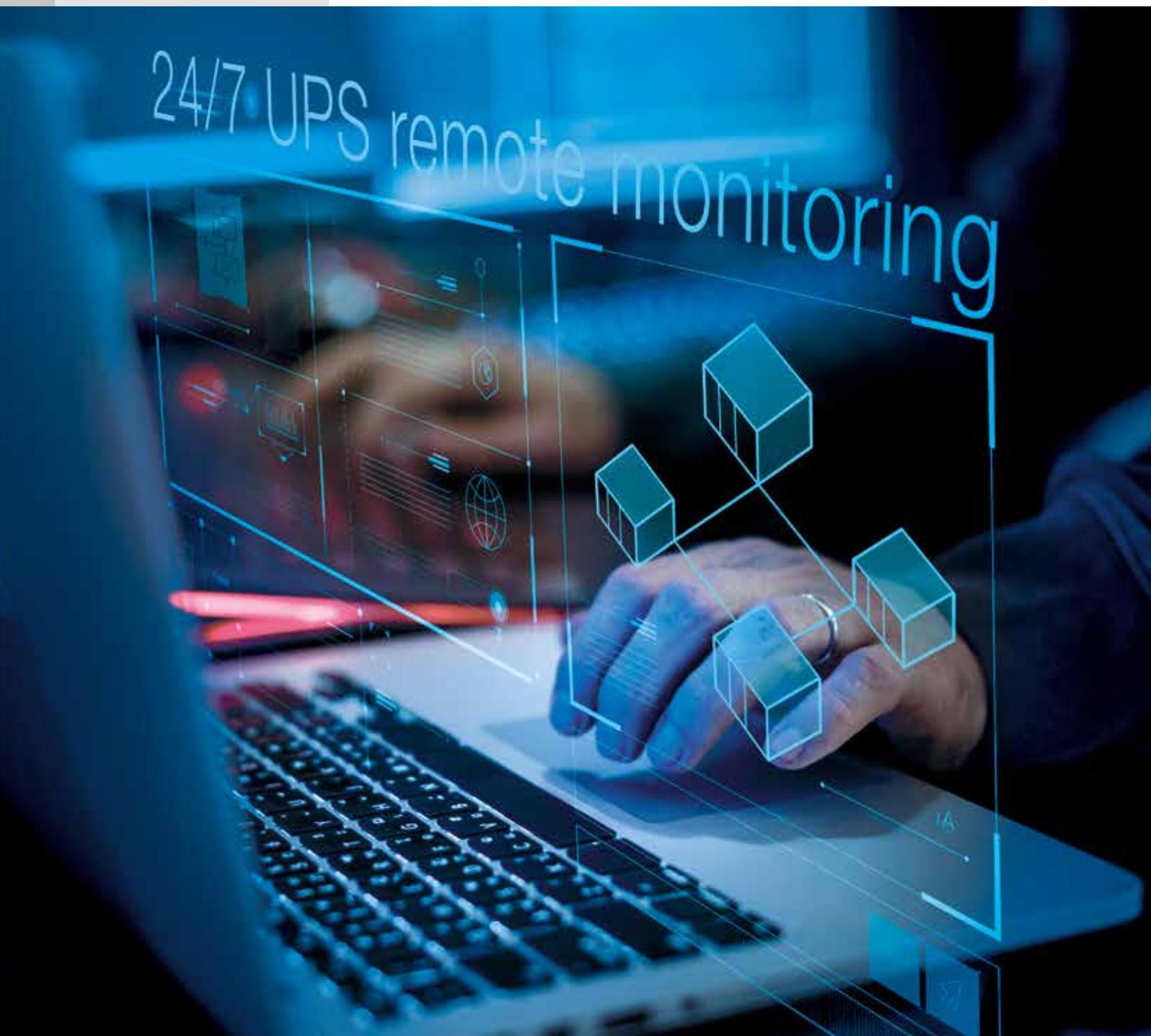


SERVICES

SoLink

Socomec experts
24/7 UPS remote monitoring



When **energy** matters

 **socomec**
Innovative Power Solutions

Move to smart connected services...

The increasing demand for high quality energy – supplying Data Centres and other critical infrastructure – makes the UPS one of the most vital elements of the electrical architecture. Although reliability is engineered-in, UPS equipment is not impervious to unforeseen eventualities with the potential to negatively impact performance and, ultimately, business continuity – but by monitoring the UPS 24/7, and anticipating problems before they arise, it is possible to carry out rapid repairs and maintain continuity of operation.



A smart new approach

Socomec has harnessed the power of the latest digital smart technologies to improve support services.

New IoT resources now enable the UPS, end-user and Socomec experts to be connected with unprecedented speed and transparency.

By integrating smart technology within an electrical infrastructure, our innovative services enable the continuous monitoring of UPS parameters. Faults can be prevented before they take hold, and, if an anomaly occurs, proactive actions can be initiated without waiting for the end-user's call.



IoT resources are connected to a Socomec-owned cloud server platform. Technical security level compliance has been verified and attested by independent auditors certified ISO 27002:2013.

... to maximise your uptime

The main objective of every organisation is the ongoing protection of people and assets – with the assurance of business and operational continuity. Keeping systems up and running means detecting issues before they arise - but if an unforeseen problem does occur then the ability to react quickly, and reduce the Mean Time To Repair (MTTR), can make a world of difference.

Saving both time and resources

With this smart approach, thanks to the SoLink service, we can identify and carry out a range of remote fixes - without being physically in front of the equipment.

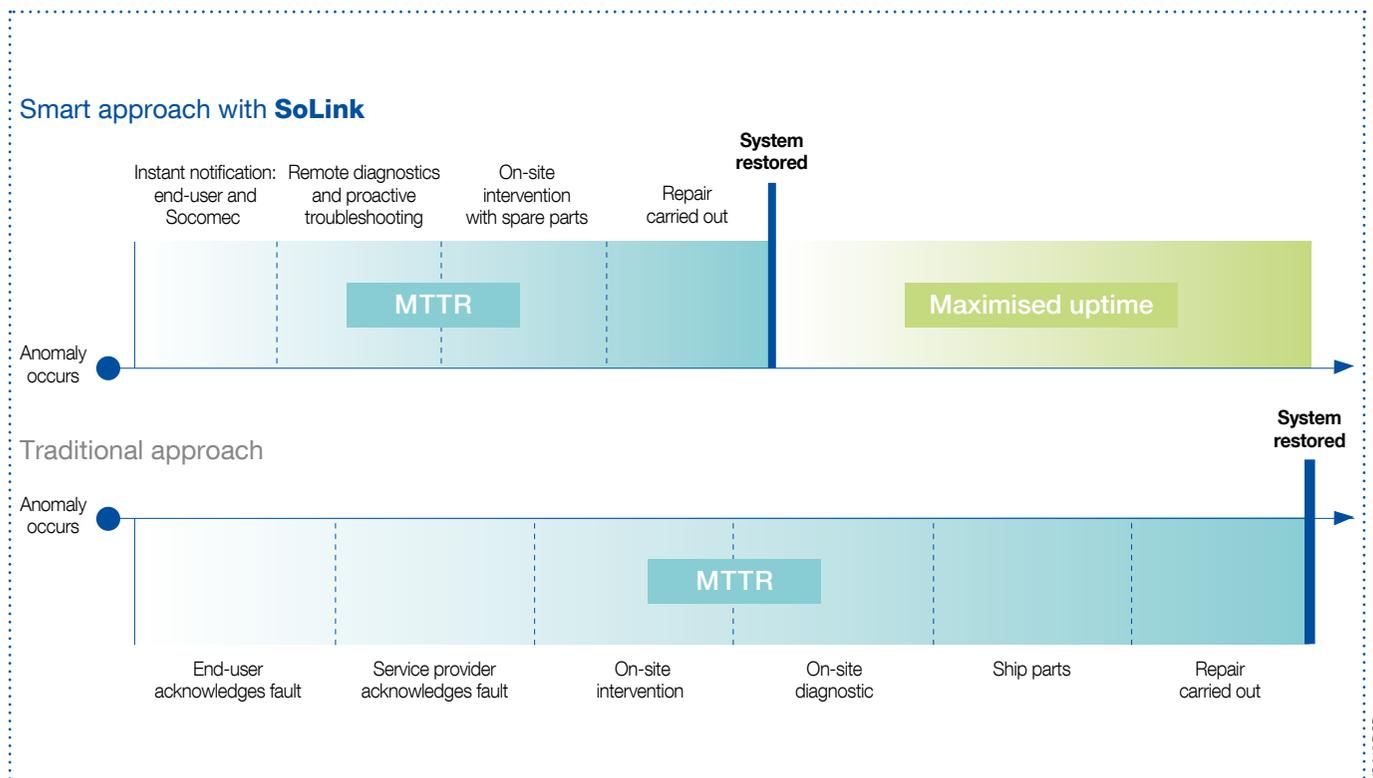
If, however, an on-site intervention is necessary, a Socomec engineer can be deployed immediately along with the pre-diagnostic brief and any spare parts that might be required.

Thanks to this approach, we are able to reduce the risk of downtime significantly; saving time as well as human and financial resources - every step of the way.

SoLink - combined with a Socomec Maintenance Contract - ensures the best Service Level Agreement (SLA) tailored to your needs.



With SoLink service, Socomec experts can quickly receive information, analyse data, and provide solutions to maximise your uptime.



SoLink

Socomec experts 24/7 UPS remote monitoring

SoLink is one of the services included in a Socomec Maintenance Contract. When the application is critical, you can be assured of immediate and expert attention via SoLink. SoLink will automatically identify the anomaly and notify the nearest Socomec Service Centre when the UPS' operating parameters fall outside the permitted range - providing you with a permanent and direct connection to Socomec's expert technical team.



Enjoy peace of mind with SoLink:

1. Restore your systems in record time



Proactive alarm check

When your UPS alarm is activated, SoLink will instantly notify the nearest Socomec Service Centre. The supervisor technician will carry out an initial check-up by accessing the UPS dashboard on the Cloud platform.



Remote trouble shooting

In the event that more in-depth analysis is required, a Socomec expert engineer will connect to your UPS through remote access in order to run tests and diagnostic tasks directly on your machine, in complete security.



First-time-fix intervention

In the event that on-site intervention is required a Socomec on-call engineer will be dispatched immediately with a full brief from the Socomec Service Centre, along with any spare parts that may be needed.

2. Improve future performance



Periodic reporting

Socomec experts will provide you a periodic UPS health-check report with event statistics, trend analysis and technical recommendations to improve overall system availability.



Interactive web dashboard

The IoT cloud-connectivity allows you access to an intuitive, interactive dashboard that gives a view of the equipment's historical data and performance trends.



SoLive App

Remote UPS monitoring from a smartphone – anytime, anywhere. With real-time alarm notifications and detailed status updates for each UPS, it's now possible to manage unexpected events and develop a real insight into the operating environment.

New

Provide a unique user experience

Remote trouble shooting

Initiate problem solving in complete security

The Socomec technician is available upon request - and in collaboration with the end-user - to remotely access the UPS. This means that diagnostic tasks can be conducted in a more precise way and problem solving interventions can be initiated, as if in front of the machine.

Direct expert access to your UPS.
Root cause analysis – with no downtime.
Issue detection in real-time.
Remote tasks can be run within cyber security protocols.



SOFT 020

Interactive web dashboard

Historical UPS data is just a click away

Verifying your UPS performance is now an innovative digital experience with the new SoLink interactive web dashboard.

Visualise the data history for the main operating parameters.
Select your period (hour/day/week/month/year).
Choose the sampling frequency of the measurement.
Zoom in on the graph to see the detail.



SOFT 102

SoLive UPS

Live UPS data always in hand

While SoLink is supported by experts ready to intervene on your behalf, you can access information about the status of your UPS directly from your smartphone with SoLive UPS!

Data provided:
current UPS status,
battery level,
battery back-up time (minutes),
UPS operating temperature.

Download SoLive UPS app:



SOFT 132

Socomec: our innovations supporting your energy performance

1 independent manufacturer

3,600 employees
worldwide

10 % of sales revenue
dedicated to R&D

400 experts
dedicated to service provision

Your power management expert



POWER
SWITCHING



POWER
MONITORING



POWER
CONVERSION



ENERGY
STORAGE



EXPERT
SERVICES

The specialist for critical applications

- Control, command of LV facilities
- Safety of persons and assets
- Measurement of electrical parameters
- Energy management
- Energy quality
- Energy availability
- Energy storage
- Prevention and repairs
- Measurement and analysis
- Optimisation
- Consultancy, commissioning and training

A worldwide presence

12 production sites

- France (x3)
- Italy (x2)
- Tunisia
- India
- China (x2)
- USA (x3)

28 subsidiaries and commercial locations

- Algeria • Australia • Belgium • China • Canada
- Dubai (United Arab Emirates) • France • Germany
- India • Indonesia • Italy • Ivory Coast • Netherlands
- Poland • Portugal • Romania • Serbia • Singapore
- Slovenia • South Africa • Spain • Switzerland
- Thailand • Tunisia • Turkey • UK • USA

80 countries

where our brand is distributed

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