



24/7/365 remote monitoring  
of your UPS



Switch to *Green Power* energy



# T.SERVICE remote surveillance and assistance

## What is T.SERVICE?

**T.SERVICE** is a remote telephone or web based surveillance method that ensures a real time diagnosis 24/7/365. The UPS automatically sends regular reports against fault detection to the Service Centre.

Depending on the monitored parameters the notification can be due to:

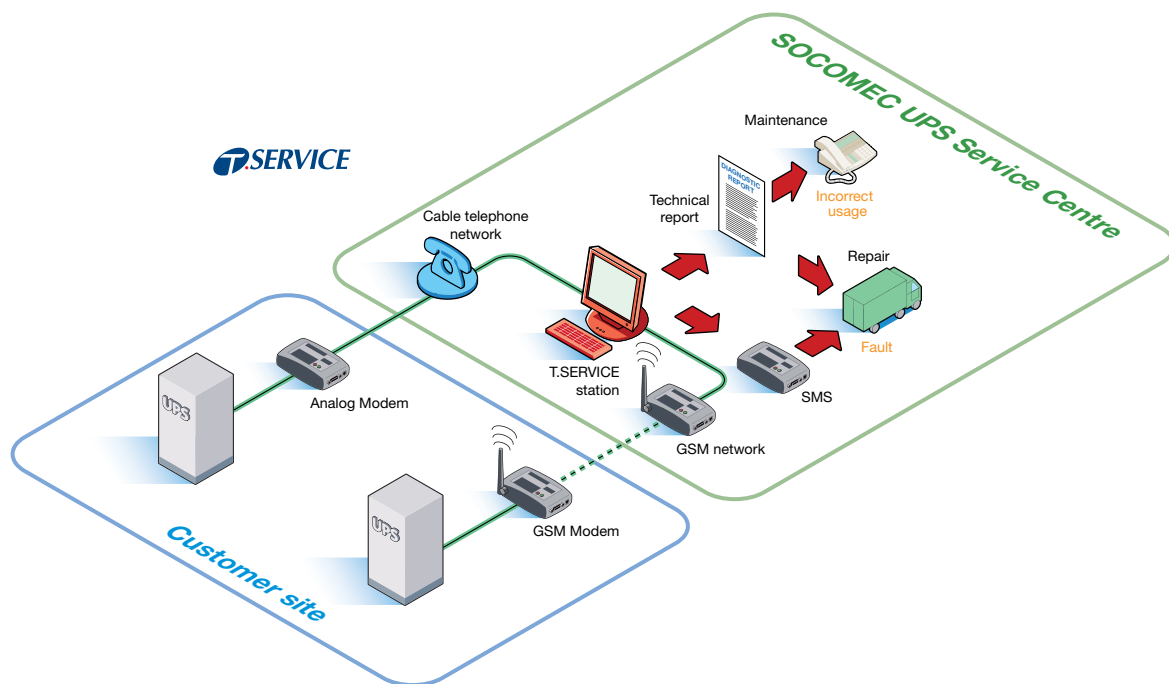
- wrong usage – the customer is contacted by a skilled technician and requested to carry out simple actions to prevent worsening,
- existing fault – the customer is informed of the device's state and technicians are promptly sent to visit the site.

## T.SERVICE advantages

- 24 / 7 / 365 monitoring
- Prevention and early fault detection
- Reduced human dependence with consequent risk and cost reduction
- Regular status reports
- Automatic repairing service activation
- Remote assistance of skilled technicians
- In-depth knowledge of the plant

## T.SERVICE description

- Connection between the UPS and the Socomec UPS Service Centre is available via:
  - GSM modem or analog installation directly to the customer's phone system;
  - Two-way communication: through the **T.SERVICE**, along with the periodic reports or alarms, the UPS can also be checked by our Service Centre at any time.
- Status reports issued by Monitoring Centre (periodical or failure notification):
  - to customer via e-mail.
- 24 / 7 / 365 Service:
  - **T.SERVICE** ensures full time surveillance to ensure the customer's peace of mind. Even during nights or weekends the service is ensured by automatic SMS notification from service station to on-duty skilled technicians.



## Who needs T.SERVICE?

For Mission Critical applications that need high availability solutions. Such aims cannot be achieved only with good design and product quality. A fast and reliable maintenance service is the best solution to maintaining high system availability for the entire life cycle. The surveillance automation ensures 24 / 7 / 365 continuous monitoring, preventing human errors or omissions and prevents faults from the outset of symptoms.

Customers with applications with lower availability requirements also need remote surveillance as the customer's personnel are not always on hand to react to operating anomalies.

**T.SERVICE** can also monitor the energy supply to critical electrical installations thanks to the reports that are sent periodically and can therefore update the installations event history for a more detailed expert analysis at

a later date. Such reports help build a more informed picture of energy usage that could be used for future updates / designs or power quality enhancement consultations.

**T.SERVICE** in conjunction with Socomec UPS maintenance services provides effective protection for your installation and assures the continuing high availability of the UPS, with a much-reduced technical intervention time.

# Service centre and worldwide distribution

The Socomec UPS Service Centre collects the periodical and extraordinary logs or alarms.

## Are available:

- Spare parts available worldwide in less than 8 hours
- 450 worldwide technicians

## Some parameters that can be monitored and faults that can be detected:

- Working time and operation mode
- Abnormal events (i.e. overloads, over temperatures, redundancy losses)
- Automatic tests results

## Test report thumbnail



SITE 1022 A



## How much money do I risk to lose with each fault?

INDUSTRY	TYPICAL FINANCIAL LOSSES PER EVENT*
Semiconductors production	3 800 000 €
Financial trading	6 000 000 € per hour
Computer centre	750 000 €
Telecommunications	30 000 € per minute
Steel works	350 000 €
Glass industry	250 000 €

\* D. Chapman, *The cost of poor power quality, PLQI application guide, March 2001, p.4.*

## Is a UPS enough for avoiding every risk?

Any malfunction or wear of the components ultimately reduces the availability of the power. In the best hypothesis a server user cannot access the data and in the worst case, will lose it completely. The user risks downtime or potential machinery damage. Even the best UPS is subject to wear and tear.

Automatic periodic reports can anticipate the occurrence of abnormal events. In case of malfunctions, automatic signalling systems allow early detection and collection of useful information for effective operations of Socomec UPS technicians.

## How can I save money and prevent faults?

A UPS with a remote monitoring system avoids human supervision.

By using a smart remote monitoring system and a high level after sales service, it is possible:

- to prevent the faults before they become evident from early detections,
- for technicians to be properly equipped with any necessary spare parts,
- to contact the most relevant technicians,
- to remind periodical and preventive maintenance,
- to avoid human errors.

# The expertise of a design manufacturer

Since 1968, SOCOMEC has been developing products which aim to provide you with a high-quality, stable supply of energy.

Our teams know what your business needs and will make full use of their expertise in fields such as electronic components, integrated circuits, operating logics and industrial software engineering.



## Expert on site maintenance

The technicians and engineers we dispatch to service your equipment are specialists in high-quality energy sources (UPS and rectifiers). The technological know-how which enables them to repair the latest and most advanced equipment is regularly updated.



## Rapid intervention wherever you are

Our European and worldwide presence ensures that you will always have SOCOMEC specialists close to your site, for a fast and efficient response.



# SOCOMECC Group: a manufacturer at your service



CORPO 223 C

## An established manufacturer

Incorporated in 1922, SOCOMECC is an industrial group with a workforce of 2,300 people.

Our independence allows us to have long-term vision and complete control of any decisions affecting our development.

The company is organised into two independent divisions: SOCOMECC SCP, experts in switching components and protection solutions, and SOCOMECC UPS, specialists in critical system power supply.

The company's standard turnover, operating profit and net profit are all showing steady growth.

These figures allow the company to make prudent yet ambitious plans for the future: plans which guarantee profitability and which also aim to capture new market share, namely by setting up new subsidiaries worldwide.



## Renowned expertise

Having already received the Award for Customer Service Excellence from Frost & Sullivan, the Best Practices Group, SOCOMECC UPS recently won a further prize, the 2006 Innovation Award.

This prestigious accolade was presented in recognition of the company's ability to propose innovative solutions and, among other things, for the integration of its dynamic energy storage system **VSS<sup>+</sup> DC**, which replaces batteries in **DELPHYS** UPS systems.



GAMME 008 C

UPS from 400 VA to 4800 kVA



GAMME 046 B

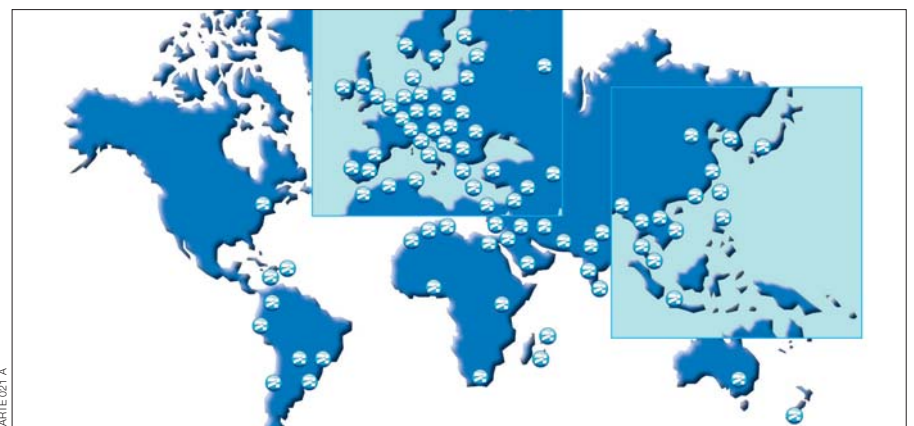
SOCOMECC SCP  
Switching and Protection Systems

## An organisation focused on customer satisfaction

The equipment is designed and produced to meet ISO 9001: 2000 standards. SOCOMECC UPS systems provide you with a fully protected electrical power supply and first-rate service.

## A worldwide presence

With a strong international presence in over 70 countries and subsidiaries in 17 countries, SOCOMECC is a major player in the global market of electrical equipment.



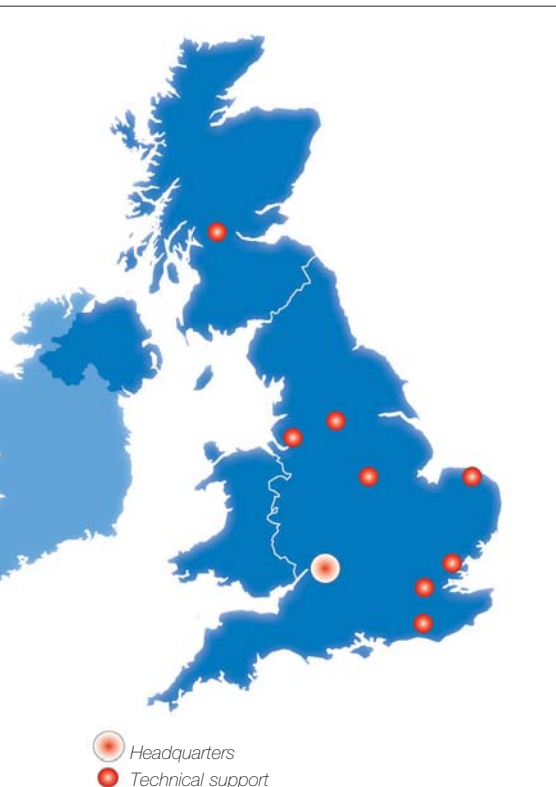
CARTE 021 A

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Innovative Power Solutions **UPS**