

Optional services for maintenance contract

SoLink - Socomec experts 24/7 UPS remote monitoring



STONLUBS_A_CBE/UPS

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.

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 troubleshooting: 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.

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.

Key points

- > **Effective:** if an anomaly occurs, MTTR is drastically reduced
- > **Secure:** data is hosted on Socomec-owned cloud infrastructure, Cyber security is certified by a third-party company
- > **Affordable:** proposed as an optional extra on the Maintenance Contract at an attractive price



Benefits

- > Prevents problems from occurring
- > Increases system availability
- > Saves downtime costs

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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.



SITE 9/3

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.



SOFT 1/2

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.

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 1/3