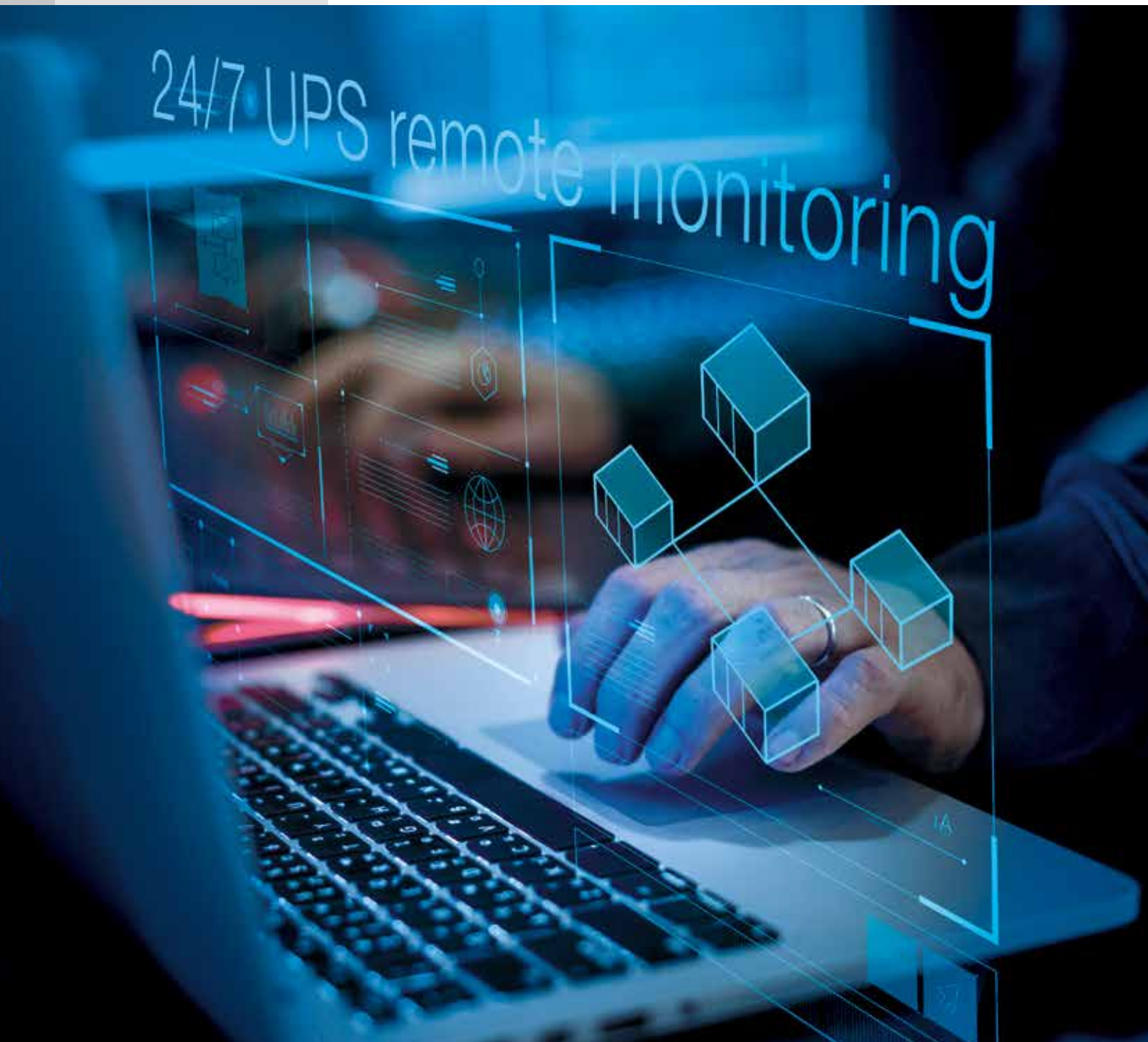


SERVICES

# *Link-UPS*

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 Link-UPS service, we can identify and carry out a range of remote fixes - without being physically in front of the equipment.

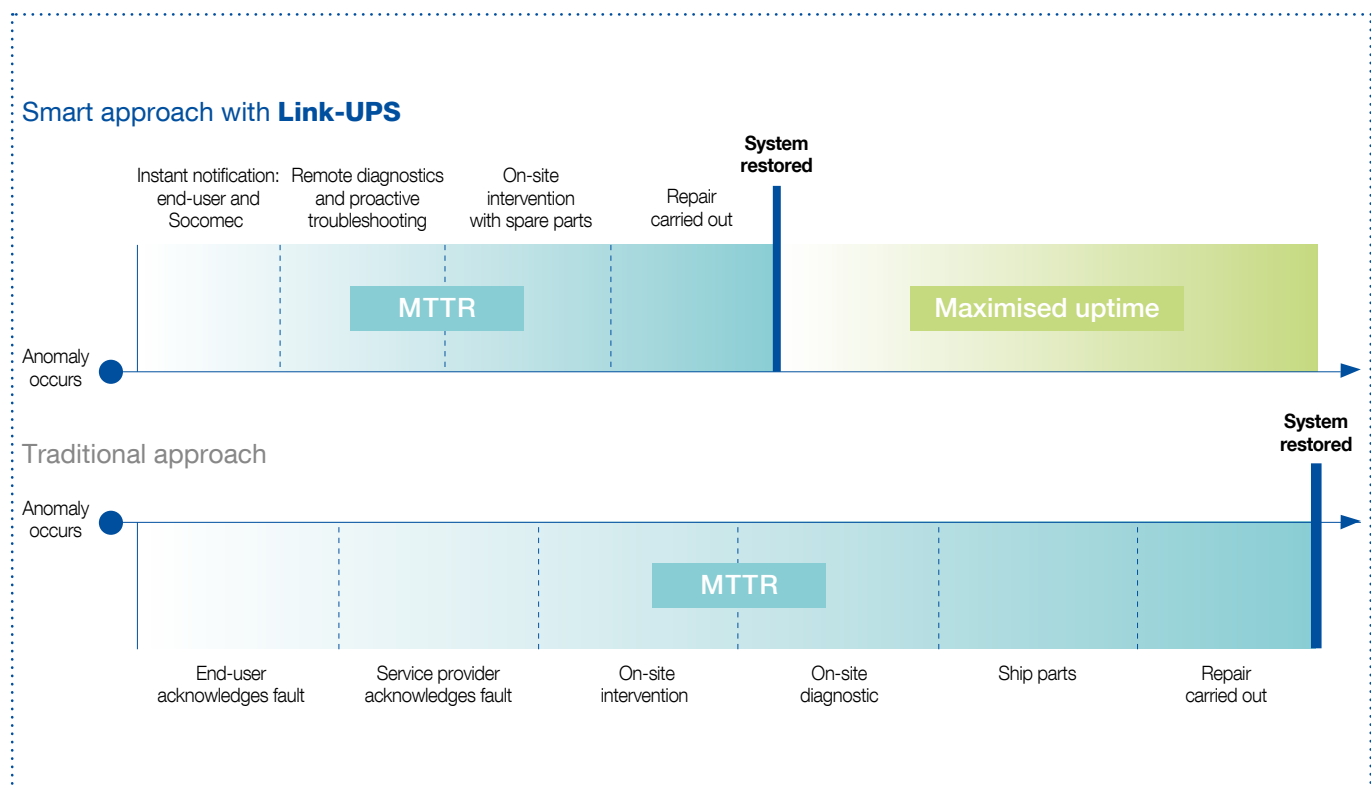
If, however, an on-site intervention is necessary, a Socomec engineer can be deployed immediately along with the pre-diagnostic brief and any spare parts that might be required.

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.

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



*With Link-UPS service, Socomec experts can quickly receive information, analyse data, and provide solutions to maximise your uptime.*



# Link-UPS

## Socomec experts 24/7 UPS remote monitoring

Link-UPS 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 Link-UPS. Link-UPS 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 serenity with Link-UPS:

#### 1. Restore your systems in record time



##### Instant notification

In the event of any type of anomaly, the system will instantly notify the nearest Socomec Service Centre.



##### Remote diagnostics

A specialist Socomec engineer will carry out a diagnostic check by remotely accessing the parameter dashboard.



##### Proactive 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



##### Preventive action

By analysing the continuous stream of data, preventive actions can be prescribed by Socomec experts in order to anticipate the occurrence of anomalies.



##### Periodic reporting

Socomec experts will provide a periodic UPS health-check report with recommendations to improve overall system availability.

Data provided:

- event statistics,
- trend analysis,
- technical recommendations.



##### Minimise cost and delays

By taking a more vigilant approach to monitoring and management, it is possible to:

- prevent problems occurring,
- increase system availability by reducing MTTR (Mean Time To Repair),
- reduce the cost of downtime.



“ By combining the SoLive UPS mobile app with Link-UPS, I can now dramatically reduce my MTTR and maximise my uptime. ”



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## *SoLive UPS*

### UPS status always in hand

While Link-UPS is supported by experts ready to intervene on your application, you can get information about the status of your UPS directly on your smartphone with SoLive UPS!

SoLive UPS is a mobile app which enables you to monitor the system - in real-time - by connecting the UPS to the Socomec cloud platform.

The app automatically reports the latest status of the installed UPS, displays alarms and provides instant notifications of any unexpected events.

Data provided:

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

Download SoLive UPS app:



**Mobile  
app**



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# 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 • Singapore • Slovenia
- South Africa • Spain • Switzerland • Thailand
- Tunisia • Turkey • UK • USA

**80** countries

where our brand is distributed

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