# Link-UPS

## Socomec experts 24/7 UPS remote monitoring

Operation



Link-UPS provides a direct and permanent connection between the UPS and Socomec's expert technical staff.

If an anomaly occurs in your UPS, the system automatically notifies the nearest Socomec Service Centre. A specialist Service Centre engineer will carry out a proactive diagnostic check by remotely accessing the parameters control panel and perform the most appropriate corrective action.

Continuous monitoring of key data from your UPS is used to provide you with regular reports concerning the operating status and health of your installation. The report will include an analysis by specialist Socomec engineers, highlighting any operating anomalies of the UPS together with proposed solutions for improvement.

The primary goal of every UPS system is to ensure maximum power availability. Every organisation concerned with the protection of people, assets and business continuity wants to detect issues before they arise, react quickly when a problem occurs and reduce the MTTR as much as possible.

Adding the Link-UPS option to your Maintenance Service contract will help you significantly reduce the MTTR and maximise uptime.

### **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

### Maximise your uptime with Link-UPS



#### 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 - and if there is a Maintenance Contract in place - 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.



#### 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.



#### Interactive dashboard

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

#### Health-check report

The continuous monitoring, recording and processing of key data from your UPS means that we can provide you with periodic reports to ensure the optimum operation and ongoing performance of your installation.



Statement including UPS working mode analysis, event statistics and technical recomvmendations from the expert.



Interactive web-based dashboard displaying all UPS historical data and performance trends.

### SoLive UPS mobile application

# Remote, real-time analysis in the palm of your hand

SoLive UPS, the latest breakthrough mobile app for end users, collects key data from all installed SOCOMEC UPS systems and presents information relating to events and thresholds by showing alarms and status on a live control panel.

# Real-time control panel showing up to 20 operating parameters

- UPS status,
- total active power,
- total load rate,
- battery back-up time,
- UPS temperature.





