

Life Is On

**Schneider**  
Electric

# How to protect your critical infrastructure 24/7

Improve performance and reliability while decreasing total cost of ownership with Remote Monitoring Service from Schneider Electric.



[schneider-electric.com](http://schneider-electric.com)



When it comes to monitoring, proactive is the only way to go.

Develop true peace of mind with a service that catches potential issues before they become significant.

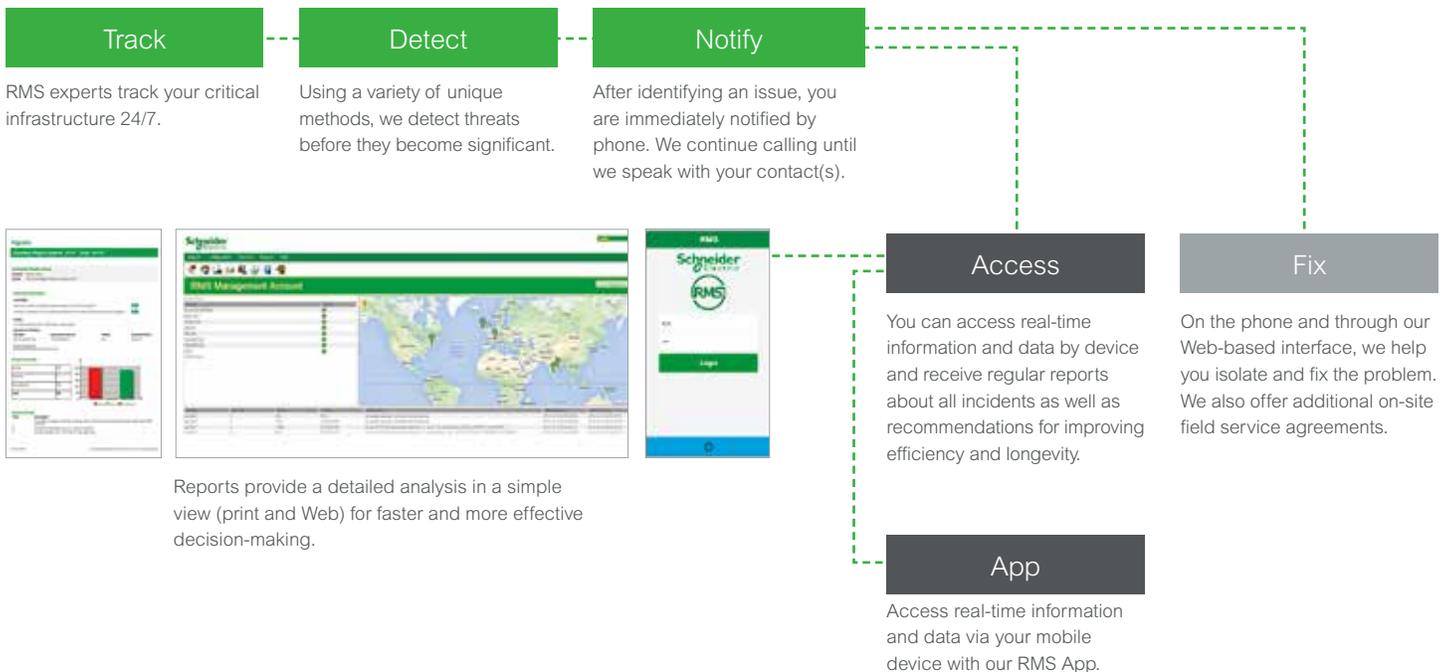
Your critical infrastructure must be available 24 hours per day, every day. Expensive downtime, lackluster productivity, and elevated energy costs are not an option in today's high-powered business world. Plus, demand for your IT infrastructure is only growing. How can you possibly be available on-site 24/7 to guarantee your infrastructure runs smoothly? Now, you don't have to be.

Announcing Remote Monitoring Service (RMS) from Schneider Electric. RMS is proactive, rather than reactive. Our experts monitor your equipment to identify and anticipate threats before they become significant, saving you valuable time and money.

We maintain an extensive, centralized database of monitored products. This allows us to combine data from all our customers' devices to better track, predict, and remediate issues. By utilizing customer-specific and global trending techniques, RMS professionals proactively identify and anticipate physical infrastructure threats before they occur — and they do this for you 24 hours per day, 365 days per year.

As an added benefit, our experts also ensure that your infrastructure is running as efficiently as possible for equipment performance, productivity, reliability, and energy savings. So even when you are not available, RMS lowers your total cost of ownership, improves first-time fix rates, and increases your peace of mind so you can focus on other things.

RMS in action



# At last, a 24/7 real-time view into your critical infrastructure.

RMS reduces operational and management complexity while freeing up internal resources.

Improve efficiency, productivity, and reliability of your critical infrastructure with this real-time, Web-based service.

RMS is an easy-to-use, secure, real-time, Web-based service that functions as a second set of eyes into the health and status of your company's physical infrastructure — as well as guaranteed notification of any issues that may become significant through a personal customer call — even if multiple calls are necessary to ensure that the proper contact has been made to explain and resolve the identified issues. Two Remote Monitoring Centers ensure full coverage where professionals process information received from

your devices and trigger the appropriate response, which includes logging the event, emailing and calling contacts, and escalating issues as needed and according to service agreements.

The latest devices are now able to also send so-called “Life Cycle Management” events, informing you through RMS that a warranty period is about to expire, start-up is needed, battery has reached end of life, etc.

## Easy-to-use, secure, value-added monitoring services

### Convenient RMS Web interface

- Easy to install and use, offers recommendations and best practices.
- Provides a real-time dynamic geolocated snapshot of your installed base's health.
- Flexibility to quickly reflect changes within your organization.
- Access to RMS is also possible through a mobile app (free download).

### Fully secure service

- Monitoring is initiated by your product's system, not by Schneider Electric, so no monitoring methods require us to access your network directly.
- Built-in redundancies from network cards to RMS data centers.
- State-of-the-art software bricks and components used to guarantee no cybersecurity risks.

### Information when and where you need it

- Extensive real-time reporting per device and quarterly event notification reports defined and customized by you.
- Access to data during and after an event.
- RMS notifications are flexible and adaptable.

### Bundle for more value

- RMS can be purchased separately or as part of a wider plan that adds best-in-class on-site services.
- A bundled plan ensures that service engineers arrive on-site fully briefed on the issue and equipped with the required service parts, ensuring fast and efficient repair.



### Learn more about RMS

- Visit: [tv.schneider-electric.com](http://tv.schneider-electric.com)
- Search: “Remote Monitoring Service”
- Watch the Remote Monitoring Service video

Life Is  n | **Schneider**  
 **Electric**

**Schneider Electric Industries SAS**

Head Office  
35 rue Joseph Monier  
92500 Rueil Malmaison Cedex- France  
Tel.: +33 (0)1 41 29 70 00

[www.schneider-electric.com](http://www.schneider-electric.com)

February 2016

©2016 Schneider Electric. All Rights Reserved.  
All trademarks are the property of Schneider Electric SE, its subsidiaries and affiliated companies.  
998-1221922\_GMA-US\_B

This document has been  
printed on recycled paper

