

Digital Service Plans

Improve energy performance with a power management service plan

Now you can increase facility reliability, extend equipment life and improve energy performance without spending any time doing it!

Digital Service Plans are designed to provide maintenance, support and improvement services for your power management system. Now you can easily manage your electrical system and keep your operations running smoothly without needing extra time or man-power to do it.

With our advanced analytical tools, and dedicated experts, we can help you to not only detect hidden problems, but to solve them in the most efficient way possible. Easy-to-use reports identify pertinent issues and provide insights and actionable recommendations from our experts.

Benefit from the expertise of your own dedicated, expert engineer. Our engineers partner with you to conduct maintenance, address alarms, and optimize your system.

Access the benefits of Power Advisor, a key component of Digital Service Plans that is the analytical engine that turns your data into information. Using data from your power monitoring software, it combines advanced algorithms with expert analysis, and provides the insight that you need to make the right decisions.



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Digital Service Plan Features

- Your own dedicated engineer
- Diagnostic reports on your metering system health
- List of detected equipment issues and potential causes
- Real-time power monitoring
- Opportunities to increase energy efficiency and savings

Digital Service Plans



Power Advisor Report

	Standard	Prime	Ultra
Support			
Basic product support (phone and email; 8am-8pm EST)	✓	✓	✓
Direct access to advanced support & priority case escalation		✓	✓
Software Assurance*		✓	✓
Remote access troubleshooting		✓	✓
On demand online training classes		✓	✓
24/7 support		Option	Option
Maintenance			
On-site preventative, condition based maintenance**	Option	Option/Semi-annual	Quarterly
Software diagnostics (disc usage, server, communication status)			✓
Designated engineer(s) assigned			✓
Real-time monitoring			✓
Reliability/Improvement			
Power Advisor system & network analysis		Semi-annual	Quarterly
Expert design and customization services (remote)	Option	Discounted	Discounted
Power Management University training classes	Option	Discounted	Discounted

*Upgrade labor not included

**Exceptional travel may result in additional charges



Our plans are offered at different service levels to meet your business needs, and can be customized with optional services.

Choose the Digital Service Plan that is right for you!

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