



# Powerware Enterprise Monitoring

Powerware Global Services

## Powerware Enterprise Monitoring Services

### *State-of-the-art Monitoring Services for Mission Critical Foundation Equipment*

As the critical nature of your business environment increases, proactive management becomes more important to ensure that potential issues are resolved before they become problems. Imagine the security of having trained service professionals standing by around-the-clock to attend to the needs of your mission critical power, environmental, and safety systems. Armed with state-of-the-art communication tools, Powerware Global Services stands guard of your foundation equipment, managing critical system alarms, performing remote diagnostics, dispatching service technicians, and providing informative periodic reports.

Enterprise Monitoring Services enable instant detection of detailed device alarms by Powerware Global Services Technical Support associates, remote diagnostics, notification of your site personnel, and immediate dispatch of either your designated service contact or a Powerware Global Services technician. Unlike summary or dry contact alarms, Enterprise Monitoring uses the serial data and intelligence from your infrastructure support devices to spot trends and future failures before they become a critical disruption. Global Services provides standard reporting on device alarm activity by site or enterprise, and also can provide power density audits and load capacity testing to help insure that your site is running at peak efficiency. Site

optimization and consulting services are also available, leveraging the system intelligence and database history of the DataTrax Foreseer System and Powerware Enterprise Monitoring experts. When combined with Powerware Multi-Vendor Services, Powerware Enterprise Monitoring is the ultimate solution for maximum uptime in your critical systems.

What's even better, Powerware Global Services can provide monitoring to practically any device - whether it's a Powerware UPS or a Data Aire computer room air conditioner. Over 240 devices from 80 manufacturers can be proactively monitored to insure that they do not exceed their recommended operating thresholds.

#### **Powerware Enterprise Monitoring – Major Benefits**

- ▶ Enhancement to your existing monitoring staff
- ▶ Reduce dedicated monitoring resources
- ▶ Minimize resources dedicated to foundation monitoring
- ▶ Cost-effective monitoring back-up and disaster recovery
- ▶ Energy savings
- ▶ Major alarm redundancy
- ▶ High-reliability monitoring
- ▶ Monitoring activity tracking
- ▶ Detailed activity reports with professional recommendations for system improvements
- ▶ System optimization recommendations

# Powerware Enterprise Monitoring

## *Three Levels of Service:*

### **Emergency Enterprise Monitoring**

Ideal for the enterprise that maintains in-house monitoring capability, Emergency Enterprise Monitoring provides back-up monitoring as a valuable component of your system reliability and disaster-recovery plans.

Features include:

- ▶ Immediate notification of major alarms
- ▶ Monthly alarm summary reports
- ▶ Data archiving
- ▶ Monitoring, notification and dispatch in case of primary monitoring failure
- ▶ Web Access to current status and alarm summary reports
- ▶ 3-year data archiving

### **Primary Enterprise Monitoring**

Primary Enterprise Monitoring is ideal for the enterprise that is developing a new monitoring capability or wishes to outsource monitoring capability for mission-critical systems. With Primary Enterprise Monitoring, you can focus on your core business while Powerware Global Services monitors your mission critical foundation equipment.

- ▶ Immediate notification of major and minor alarms
- ▶ Dispatch and call management for on-site services
- ▶ Monthly alarm summary reports
- ▶ Web access to current status and alarm summary reports
- ▶ Custom Performance Reports (optional)
- ▶ 3-year data archiving
- ▶ Video monitoring (optional)

### **Total Enterprise Monitoring**

Total Enterprise Monitoring is ideal for the enterprise that wishes to outsource monitoring capability for mission-critical systems. With Total Enterprise Monitoring, you can maximize your business while Powerware Global Services monitors mission critical alarms and manages immediate service response.

- ▶ Immediate notification of major and minor alarms
- ▶ Dispatch and call management for on-site services
- ▶ System optimization recommendations
- ▶ Monthly alarm and dispatch summary reports
- ▶ Web access to current status and alarm summary reports
- ▶ Custom Performance Reports
- ▶ Equipment service histories
- ▶ 3-year data archiving
- ▶ Video monitoring (optional)



## Powerware Enterprise Total Solution

### *Total Enterprise Monitoring plus Multi-Vendor Services*

The ultimate combination of technology, convenience, and maximum uptime – Enterprise Total Solution includes both Total Enterprise Monitoring and Powerware Multi-Vendor Services. Powerware Multi-Vendor services include corrective and preventive maintenance for all of your mission-critical foundation equipment including HVAC/ Precision Cooling, UPS, Power Distribution, Generators, Fire and Security detection, and more. This powerful set of services provides the capability for maximum responsiveness, ensuring that alarm notification is accompanied by a Powerware technician heading to your site, armed with diagnostic information and ready to restore system integrity. In addition to the complete set of Total Enterprise

Monitoring features, Enterprise Total Solution provides:

- ▶ Single point-of-contact and single contract for all mission-critical foundation equipment services
- ▶ Custom response protocols
- ▶ Equipment service histories and preventive maintenance schedules
- ▶ 7x24 corrective maintenance with guaranteed response times
- ▶ Proactive, predictive, and preventive maintenance services
- ▶ System optimization action plans



## Getting Connected

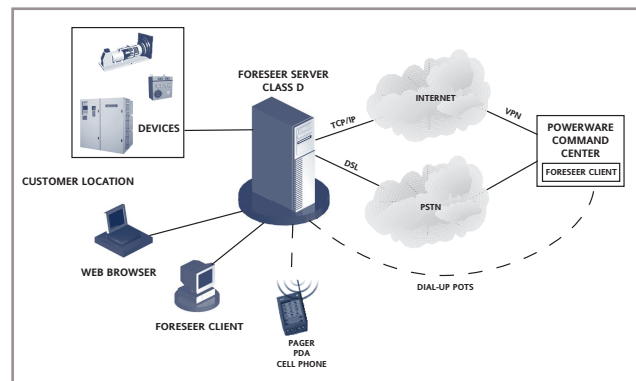
### *Connectivity and Purchasing Options*

The connection your infrastructure receives is as important as the architecture itself. Within the Powerware Enterprise Monitoring Services platform, you receive world-class Internet Virtual Private Network (VPN) or dedicated leased line (frame relay) connectivity via the Powerware Global Services IP Backbone and our high-speed packet networks. The managed network design includes N+1 redundancy, disaster recovery, self-healing circuit design, and burstable bandwidth. Dedicated leased line (frame relay) connectivity is provided as an optional service. Powerware Enterprise Monitoring servers are directly connected to our high speed packet networks, allowing quick and cost-effective access to Frame Relay, Private Line and ATM services. POTS, wireless modems and ISDN connections are also available.

service. The ASP alternative enables the full benefits of the Powerware Enterprise Monitoring Services program with a minimal capital expense and flexible payments. ASP plans can be tailored to your specific site and facility needs and are available exclusively for Powerware Enterprise Monitoring Services customers. Contact your Powerware Global Services sales professional for a custom quote.

### *System Leasing/Purchasing/ASP Options*

All Enterprise Monitoring hardware and setup is purchased or leased from Powerware Global Services. In addition to the hardware, the DataTrax Foreseer System software can be licensed/leased or contracted as an Application Service Provider (ASP)



**ENTERPRISE MONITORING SERVICES ARCHITECTURE**

## The Powerware Advantage

*Facilities, Technology, and Service*

### Powerware Command Center

The Powerware Command Center is a multi-million dollar facility outfitted with state-of-the-art monitoring equipment including DataTrax Foreseer. The Powerware Command Center is designed specifically for monitoring mission critical foundation equipment such as HVAC, Precision Cooling, UPS, Power Distribution, Generators, Switchgear, Automatic Transfer Switches, TVSS, and more. Staffed around-the-clock, 365 days a year by dedicated Powerware Global Services technicians, the Powerware Command Center is designed for reliability with back-up support systems, redundant infrastructure, secure access, and disaster-recovery capabilities.

### DataTrax Foreseer

At the cornerstone of Powerware Enterprise Monitoring Services is the DataTrax Foreseer System, a Powerware product. Managing the foundation equipment that ensures 7x24 availability of mission critical systems such as IT, telecommunications, and industrial processes is the primary objective of the DataTrax Foreseer System. The Foreseer platform is engineered to provide the utmost flexibility and is intended to meet virtually any foundation equipment monitoring, dispatch or maintenance need.

No two critical facilities management plans are identical and each has unique needs and requirements. DataTrax Foreseer can be easily adapted to virtually any customer requirement.

It is a premier product designed to monitor all of the devices that typically exist within mission critical operations, regardless of manufacturer, including:

- ▶ Computer room air conditioners
- ▶ Chillers
- ▶ Leak detection
- ▶ Fuel monitoring
- ▶ Fire protection
- ▶ Building automation systems (BMS)
- ▶ Power Distribution Units (PDU)
- ▶ Uninterruptible Power Systems (UPS)
- ▶ Generators
- ▶ Switch gear and Automatic Transfer Switches (ATS)
- ▶ DC power
- ▶ Static switches
- ▶ Battery monitoring
- ▶ Power monitoring

DataTrax Foreseer combines software technology, data acquisition strategies and professional services to provide specialized and proactive tools that help maintain 7x24, uninterrupted availability for mission critical operations. It is a scaleable application that fits a wide variety of needs: From the largest mega center, to a distributed network enterprise or telecommunications operation with hundreds of remote sites.





#### **Powerware Global Services**

Powerware Global Services delivers on-site support from a base of more than 250 U.S. technicians and 950 certified international service providers. In addition to providing Multi-Vendor Services, Powerware Global Services supports all brands manufactured by Invensys Powerware Division including DataTrax, Best Power, Deltec, Exide Electronics, Hawker, Industrial Power Management (IPM), Intergy, Lortec, and Powerware. Please contact your local service sales manager or Global Services for more information.



#### **Powerware Enterprise Monitoring Highlights**

- ▶ Flexible monitoring solutions with three levels of service
- ▶ 7 x 24 monitoring by Powerware Global Services technicians
- ▶ Custom alarm notification, response and escalation protocols
- ▶ Remote diagnostics
- ▶ Standard and custom performance reports
- ▶ Alarm events summary report
- ▶ Dispatch and resolution status report
- ▶ Power capacity by device or complete system
- ▶ Energy allocation
- ▶ Power density
- ▶ Dynamic one-line diagrams
- ▶ Power distribution by area
- ▶ Root cause failure analysis
- ▶ Site optimization recommendations
- ▶ Periodic account reviews
- ▶ Data archiving
- ▶ DataTrax Foreseer foundation monitoring hardware and software
- ▶ Web access to current status and alarm summary reports
- ▶ Redundant network architecture, data archive and security/encryption
- ▶ Internet Virtual Private Network (VPN) or dedicated leased line (frame relay) connectivity
- ▶ Dispatch to customer designated service contact or Powerware Global Services field engineers
- ▶ Powerware Global Services support for all DataTrax hardware and software
- ▶ Multi-Vendor Services available

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