The power of predictive for mission-critical IT

Predict*Pulse*™

F·T·N

Powering Business Worldwide

Our experts monitor your Eaton UPS systems 24 hours a day, 7 days a week.

What if you could predict a future outage days or even weeks before it happens?

Equipment downtime is costly. Mission-critical IT customers like data centers, banks, retail outlets and hospitals report spending anywhere from $10,000 to more than $500,000 per hour when their systems go down.

With Eaton's Remote Monitoring Service, (also known as PredictPulse), which is part of our Brightlayer™ Data Centers suite, power experts monitor your Eaton uninterruptible power supply (UPS) systems around the clock and are ready to act for you when unexpected issues arise.

The advanced diagnostic information provided by our service enables Eaton field technicians to diagnose issues remotely. This ensures they'll have the correct parts when they arrive to service your equipment, enabling you to get your system back up and running faster, and save money.

Our cloud-based remote monitoring service enables you to have eyes on your power infrastructure 24 hours a day, seven days a week.

It collects and analyzes data from your connected UPSs, providing our experts with the insights they need to identify problems and take action on your behalf – reducing risk and minimizing equipment downtime.
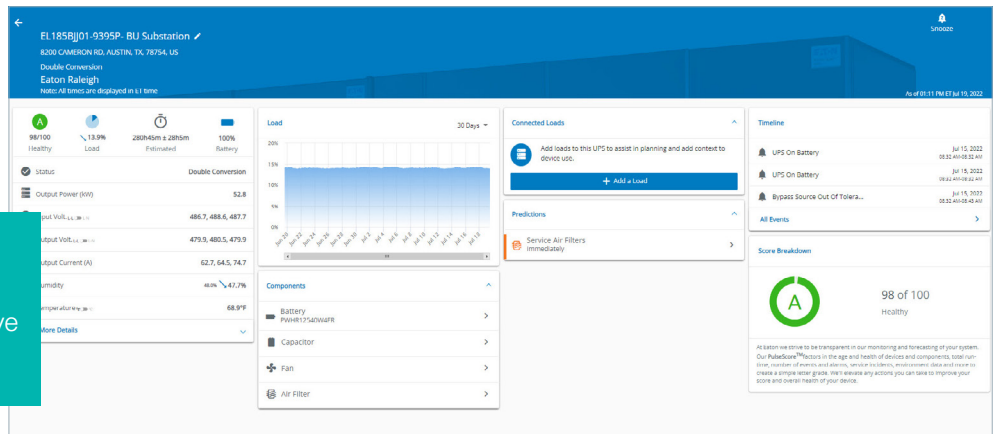
> "We have seen return on investment with system uptime... We could have 12 incidents a year where they are disruptive (at the very least) with one a year being catastrophic. Those incidents are eliminated by having the Eaton system in place.
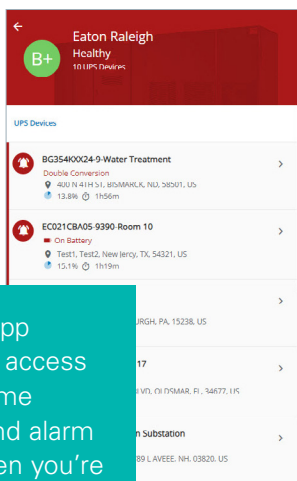>
> - IT manager at a government agency

Key benefits of our remote monitoring service:

- **Around-the-clock monitoring** of your UPSs by Eaton experts who diagnose and alert you via a text message, email or phone call when issues arise; you select your alarm and notification preferences.

- **Expedited repairs** 24 hours a day, seven days a week to reduce equipment downtime and costs.

- **Access to real-time health and alarm data** from your laptop, mobile phone or tablet with reports on health trends, alarms and outages prevented.

- **Monthly reports** that summarize health trends, alarms and predictive alerts using sensors and logic to identify component risks for batteries, capacitors, fans, air filters and power train.

- **No software to install or configure** thanks to a cloud-based implementation.
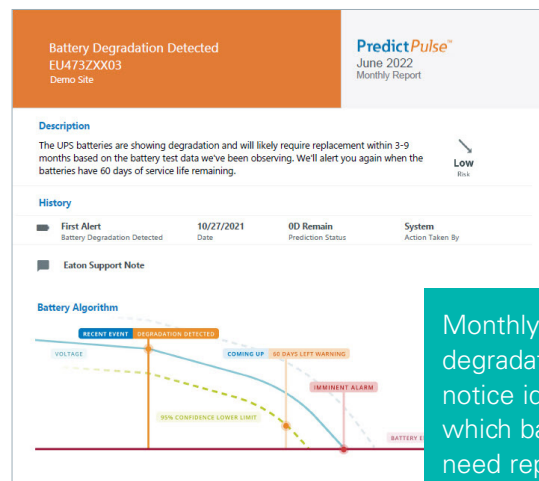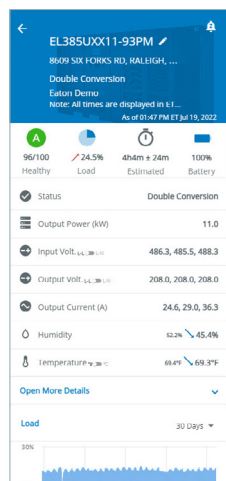
Additionally, all subscriptions include an LTE wireless modem, a multi-carrier data plan and an unlimited number of users and devices.

Device detail screen includes at-a-glance health details, load trends, recent alarms and predictive alerts on components.

Mobile app provides access to real-time health and alarm data when you're on the go.

Monthly battery degradation notice identifies which batteries need replacing and when.

The IoT wireless advantage: Speed and security

Our remote monitoring service uses LTE wireless and the cloud, which provides several advantages:
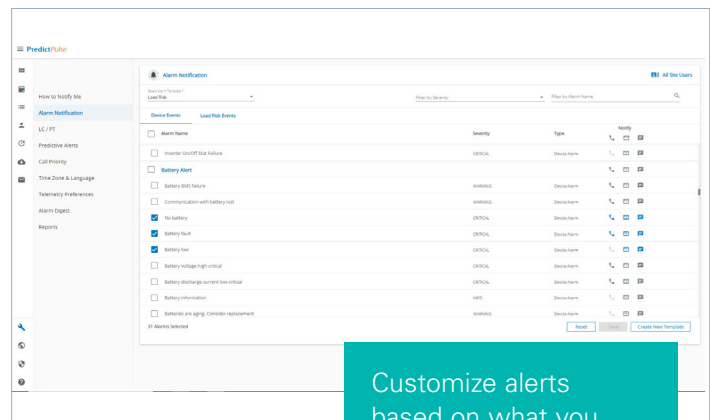
- Isolates your data from your internal network to increase cybersecurity.

- We manage your wireless hardware, VPN connection and wireless carrier service – and encrypt the entire payload to increase end-to-end security.

- UPS data is outbound only, which prevents anyone from being able to remotely control your equipment.

- Eliminates the need to configure an SMTP mail server to allow outbound emails to move to the internet, though you may use a traditional SMTP network connection if preferred.

Read our Remote Monitoring Service cybersecurity and connectivity technical brief to learn more about how we keep our customers' data safe.

Customizable alarm notifications: You choose what, who and how

Alarm alerts are self-managed and fully customizable, so you can determine:

- **What you want to be notified for** – including load-risk events, high temperature/high humidity detection and lost communication.

- **Who you want to be notified** – set alert preferences for all users of our service with notification priority for critical alerts.

- **How you want to be notified** – via text message, email or phone call, and real-time, daily or weekly.

> *It has probably saved us six figures several times. That's my opinion, because it allows us to fix issues before they bite us.*
>
> - Van S., automation engineer at a pharmaceutical/biotechnology company
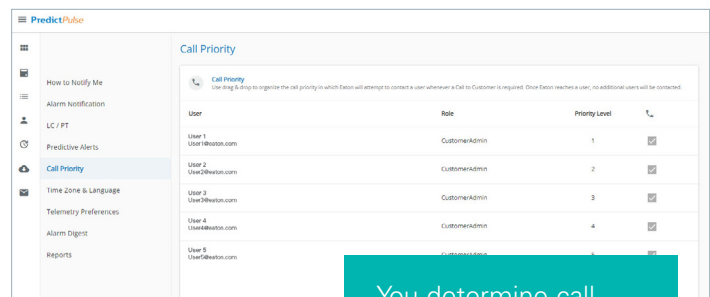

Customize alerts based on what you want to be notified for, who you want to be notified and how you want to be notified (text message, email or phone call, and real-time, daily or weekly alerts).

You determine call notification priority for critical alerts.

Fast, easy installation with no software required

Our Brightlayer Data Centers suite Remote Monitoring Service is easy to activate using an LTE wireless modem and the Eaton INDGW-X2 or INDGW-M2 network cards installed in our UPS products – no software required.

Simply self-activate or ask your Eaton field technician to activate your UPSs. It only takes a few minutes.

To learn more about Eaton's Remote Monitoring Service and see a list of compatible UPS models, visit Eaton.com/RemoteMonitoringService.

We make what matters work.*

* At Eaton, we believe that power is a fundamental part of just about everything people do. Technology, transportation, energy and infrastructure-these are things the world relies on every day. That's why Eaton is dedicated to helping our customers find new ways to manage electrical, hydraulic and mechanical power more efficiently, safely and sustainably. To improve people's lives, the communities where we live and work, and the planet our future generations depend upon. Because that's what really matters. And we're here to make sure it works.

See more at Eaton.com/whatmatters

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