



Dispatch Services for EcoStruxure IT Expert

Our software tool managed by you.
Your services managed by us.

Today, you have competing priorities and overextended departments. Spending resources to address your customers's critical IT power problems could be setting you back.

Earn monthly recurring revenue.

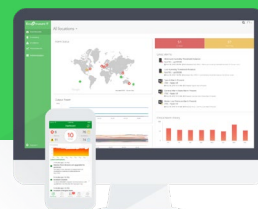
By adding to your managed capabilities, or simply extending your reach, you can earn more revenue on our software.

Free up more of your time.

By leveraging our qualified experts and fleet of vehicles, you can free up your time and budget to focus elsewhere.

Resolve issues faster.

With us providing advanced troubleshooting and on-site support, you can remediate more critical issues faster to further prevent customer downtime.



What is Dispatch Services?

Our Dispatch Services is an upgrade to our hosted software called EcoStruxure IT Expert (sold separately). With Dispatch Services, you leverage Schneider Electric experts for:

- Training that enables your team to perform basic troubleshooting
- Advanced troubleshooting support
- Next business day, on-site support with parts and labor included





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Life Is On

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by Schneider Electric

How does it work?

Outsource the advanced support requirements, while you maintain control of the remote monitoring and basic troubleshooting.

Responsible party	Remote monitoring ¹	Basic remote support ²	Advanced remote support	On-site support, with parts and labor
You				
APC by Schneider Electric				

¹ Remote monitoring must be done by you (or your customer) using Schneider Electric's EcoStruxure IT Expert software (sold separately).

² APC by Schneider Electric provides the training for basic remote support so your Network Operation Center agents can troubleshoot.

How does "basic" remote support work?

You will be required to take our level 1 remote troubleshooting training so your Network Operations Center agents are trained to address any basic incidents that might arise directly with your customers.

Easily add Dispatch Services

- 1, 3 and 5 year options available
- Coverage for [Smart-UPS](#) and related accessories
- Available during and after factory warranty

What is EcoStruxure IT Expert?

It is our award-winning hosted software for do-it-yourself remote monitoring and device management.

Key benefits:

- Improved visibility
- Predict end-of-life for UPSs
- Gain data driven recommendations powered by AI

[LEARN MORE](#)



Visit our APC web page to learn more about Dispatch Services:

apc.com/dispatch-services

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