

Expand your reach and maximize your efficiencies across edge environments



Dispatch Services add-on for EcoStruxure IT Expert



[apc.com/edgeservices](http://apc.com/edgeservices)

Life Is On

**APC**  
by Schneider Electric

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# Don't trip over power management

## Did you know?

Only 27% of Managed Service Providers (MSPs) provide power monitoring today.

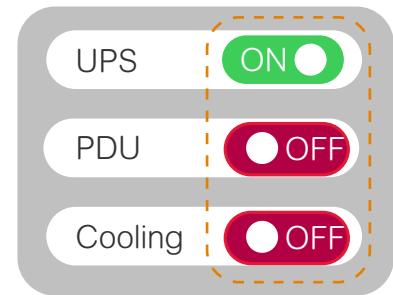
Of those that do, the majority just check the basics — **is it on or off?**

FIGURE 1: Top Other Products and Solutions Offered by Channel Partners<sup>1</sup>



Power and cooling 27%

On or off?



<sup>1</sup>SolarWinds and the 2112 Group, "2019 Trends in North American Managed Services," Whitepaper, December 2019

**Understand the opportunity**



Drive your business forward

Add software monitoring

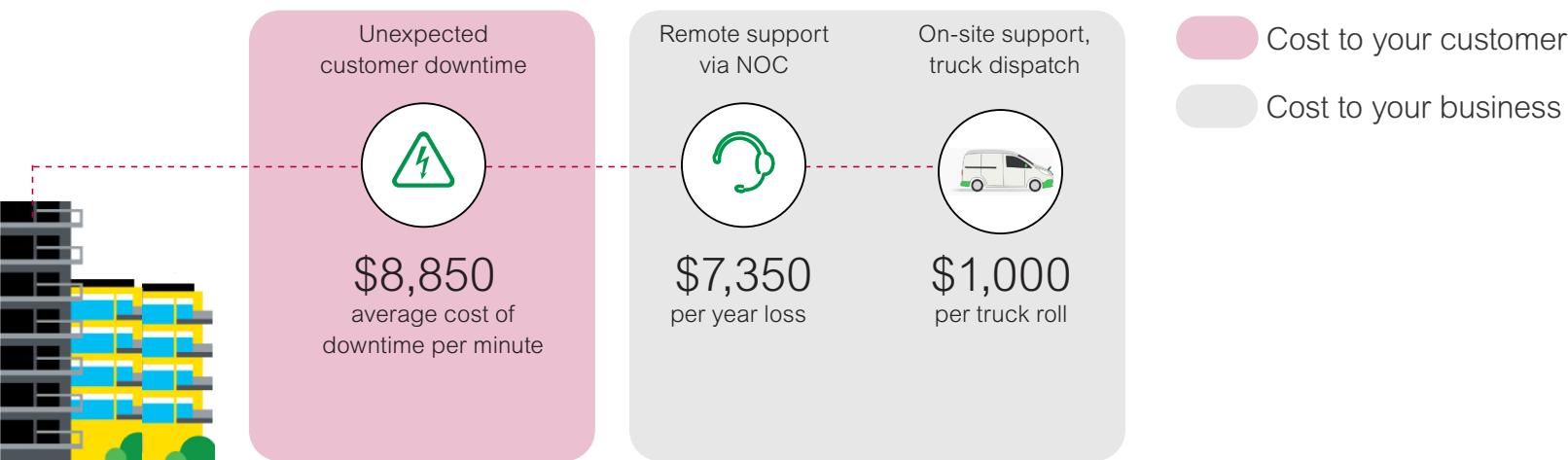
Outsource services support



# Understand the opportunity

If you are addressing critical IT power issues across edge environments, you could be wasting valuable time and money. And if not included in your service level agreement, you are also missing out on a revenue opportunity.

FIGURE 2: Estimated Costs of Addressing Critical IT Power Issues<sup>2</sup>



<sup>2</sup>The Ponemon Institute, "Cost of Data Center Outages," January 2016; Schneider Electric 2020

Notes: All cost estimates include not only the device but also intangible costs based on model assumptions.

**Understand the  
opportunity**



Drive your business  
forward

Add software  
monitoring

Outsource services  
support



# Drive your business forward. Outsource the remediation.

Today, your customer's priorities are rapidly evolving. As a result, they often do not have time to address critical IT power needs so they turn to you for support.

But your team is likely overextended, too. See how outsourcing your service support for critical IT power can help drive your business forward.



Position yourself to earn more revenue on our software, EcoStruxure™ IT Expert



Gain business efficiencies by leveraging our experts and fleet of vehicles, while extending your service reach



Provide faster resolution by letting our experts handle advanced remote troubleshooting and on-site support.

Understand the opportunity



**Drive your business forward**

Add software monitoring

Outsource services support



# How does it work?

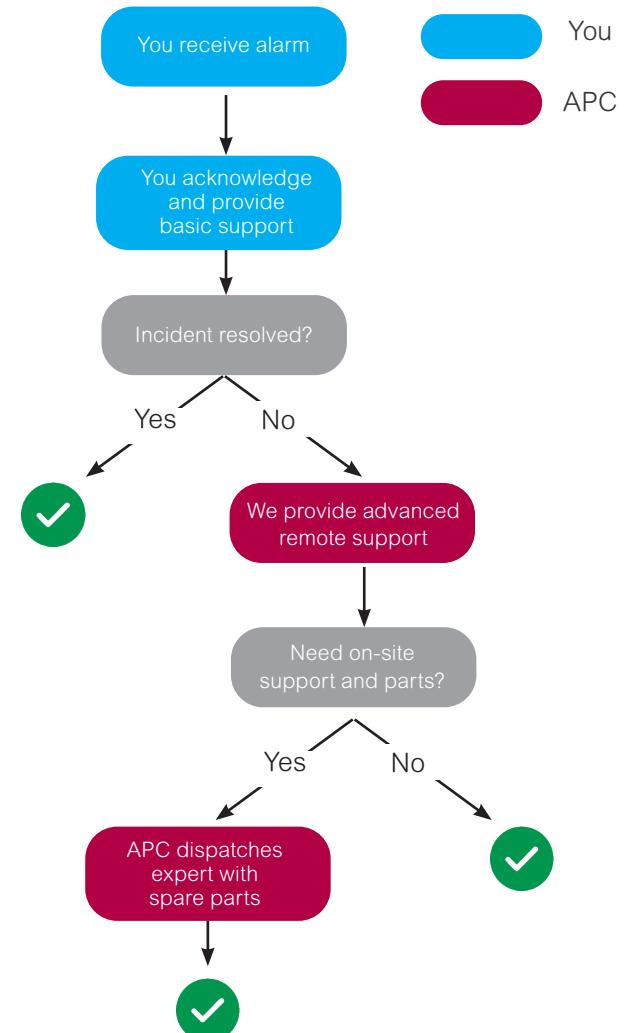
Outsource the advanced support requirements, while you maintain control of the remote monitoring and basic troubleshooting.

Responsible party	Remote monitoring <sup>2</sup>	Basic remote support <sup>3</sup>	Advanced remote support	On-site support, with parts included
You				
APC by Schneider Electric				

<sup>2</sup> Remote monitoring must be done by partner (or your customer) using Schneider Electric's EcoStruxure IT Expert software (sold separately).

<sup>3</sup> APC provides the training for basic remote support so your Network Operations Center agents can troubleshoot.

FIGURE 3: Process Map



Understand the opportunity



**Drive your business forward**

Add software monitoring

Outsource services support



# What is EcoStruxure IT Expert?

EcoStruxure IT Expert is our award-winning hosted software that provides you with a multi-tenant platform to monitor power, cooling and environmental factors of your customer's physical infrastructure from one single ecosystem.

## Key Benefits:

- Predictive analytics from trend analysis
- Pay as you go model
- Public APIs for flexibility and enhanced transparency
- Lead generation for sales from predictive failure identification



### Discover more

Learn how it works, explore a demo, or access a free trial now.

[See how it works](#)[Explore demo](#)[Activate your FREE trial](#)

Understand the  
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Drive your business  
forward

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support



# What is Dispatch Services?

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

Our Dispatch Services is an upgrade to our software called EcoStruxure IT Expert (sold separately). With Dispatch Services, we enable you to provide basic remote support, while we handle advanced remote and on-site support, with parts and labor included.

## Key Benefits:

- Reduce your OpEx by letting us do the heavy lifting
- Avoid unpredictable service costs
- Get faster, more proactive issue resolution based on data driven recommendations
- Earn more revenue on our software by extending your service reach

## How does “basic” remote support work?

You will be required to take our level 1 remote troubleshooting training so your NOC agents can address any basic incidents that might arise directly with your customers.

Understand the opportunity

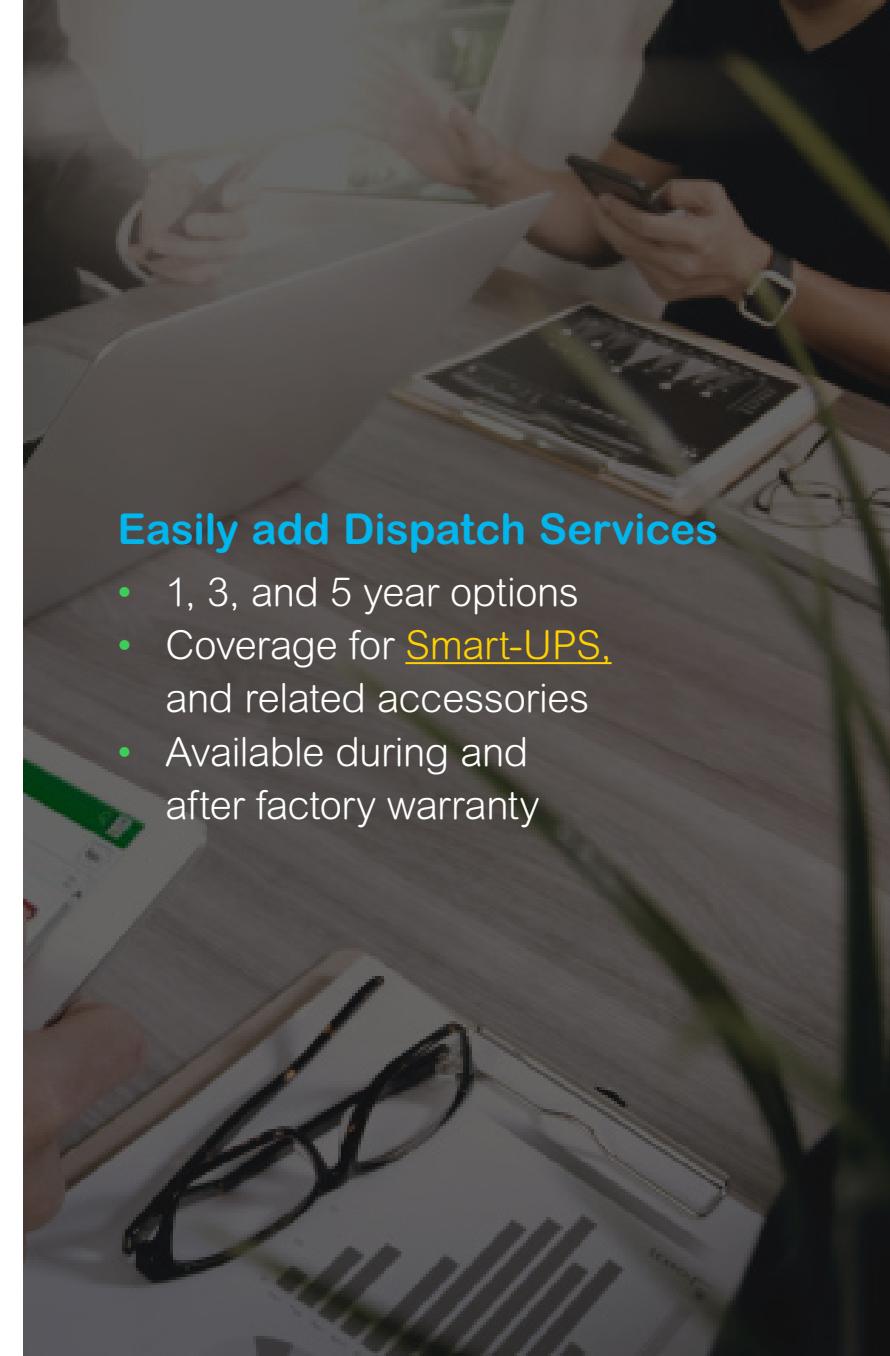
Drive your business forward

Add software monitoring



## Easily add Dispatch Services

- 1, 3, and 5 year options
- Coverage for Smart-UPS, and related accessories
- Available during and after factory warranty



Outsource services support



# Prefer us to handle everything?

Ask about our Monitoring & Dispatch Services offer for edge environments.

No heavy lifting. Minimal investment. Distributed IT efficiently managed by us, for you.



## Comparing Service Offers

Icon indicates the type of service support provided by APC by Schneider Electric

Offer type	Remote monitoring	Basic remote support	Advanced remote support	On-site support, with parts and labor included
Monitoring & Dispatch Services				
Dispatch Services	You are using EcoStruxure IT Expert	You are trained by our experts		

[Discover more](#)

Learn how it works or visit our web page to learn more.

[See how it works](#)

[Visit the web page](#)

Understand the opportunity



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Reach out to your local APC representative to learn more or visit our website.

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