



Monitoring & Dispatch Services

Distributed IT efficiently managed by us, for you.

Unlock new revenue for edge environments

Managing a fleet of UPS systems spread across multiple locations can be challenging for you and your customers. Poor visibility. Limited budget and IT staff. Costly on-site remediations. With Monitoring & Dispatch Services, you can effortlessly provide a new or complementary managed service to your customers, without the hassle.

What is Monitoring & Dispatch Services?

The offer combines 24/7 remote monitoring from the Schneider Electric™ Connected Services Hub, proactive troubleshooting and resolution, and on-site remediation for issues that require hands-on assistance, with parts and labor included.

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Life Is On

APC[®]
by Schneider Electric

Why add a distributed IT management service?



Gain Visibility

We monitor your customer's dispersed UPSs, so you don't have to. And with centralized visibility, you remain in control.



Avoid Costly Dispatches

Using our vehicles, you can avoid spending money operationally to reach your customer's dispersed IT installations.



Increase Revenue

Looking for recurring revenue? Extend your reach beyond point products, without all the worry and effort.



“

Thanks to Monitoring & Dispatch Services, we have been able to provide a full package service to our customers to relieve their staff from maintenance duties and give them the peace of mind to dedicate their time to their focused activities.”

Dan Coffman, CEO,
UPS Protection, Inc.

Key Features and Benefits

Features	Benefits
Cloud-based, remote monitoring via EcoStruxure™ Asset Advisor (included)	24/7 monitoring and event notification help minimize business interruptions
24/7 technical support	Remote troubleshooting via technical expert engineers
Remedial replacement of parts and batteries	Proactive shipment of replacement parts reduces time to repair
Monthly risk mitigation reporting	Reporting, including device age, incidents, and proactive maintenance recommendations
Next business day, on-site service	Replacement of necessary parts or units by Field Service Representative at customer site regardless of UPS age or location



Visit the [Monitoring & Dispatch Services](#) page to learn more

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