

Optional services for maintenance contract

remote troubleshooting problem solving securely and instantly



STDA_095

As soon as a problem occurs, Socomec's expert engineers are available upon request - and in collaboration with the end-user - to conduct diagnostics and root cause analysis, restoring the system in record time. The engineer connects to the UPS through remote access in order to run tests and diagnostic tasks directly on the machine - in complete security.

Problem solving interventions can be carried out with the same efficiency as if in front of the equipment.

Fast intervention

- Easy scheduling activity.
- Direct remote access to the UPS in order to solve issues at distance.

Access to the best experts

- Equipment looked after remotely by experienced Socomec specialists.
- Experts will meet precise requirements and standards as per on-site visits.

Real-time issue analysis

- Remote diagnostics and tests are as effective as if in front of the UPS.
- Fast root cause analysis.

Reduced costs and carbon impact

- Time saving.
- More cost-effective and eco-friendly than on-site intervention.

Contact us to find out which UPS ranges and models are compatible with this service.

Key points

- > Direct access to UPS
- > Immediate response time
- > Same level of service as with on-site intervention
- > Issue analysis in real time
- > On-demand encrypted connection
- > Cyber security audit by certified independent organisation
- > Available under maintenance contract