

ProAct™ Software

Alarm Management

ProAct software's alarm management capabilities provide custom responses to building, refrigeration, HVAC and environmental alarm conditions, allowing retailers to focus more on the business of selling than on systems performance. By automating responses to facility alarm conditions, corrections can be made more quickly and histories are automatically generated by site, allowing retailers to easily identify problem stores for corrective actions.

As part of these capabilities, the Resolution level of service is available. This may eliminate the need for up to 30% of service dispatches to a facility, lowering your maintenance costs dramatically. Retail Solutions is also capable of filtering non-critical alarms. By catching these alarms before they reach service providers, expensive service calls for issues of minor importance are eliminated.



Benefits

- View and aggregate alarms across the chain for unsurpassed management of your enterprise
- Gain unique insight into performance issues at stores with higher alarm rates, which increases your energy usage
- Rest easy knowing a trained ProAct service technician is always ready, 24 hours per day, 7 days per week, 365 days per year
- Save money by reducing service dispatches up to 30% with Resolution level monitoring

ProAct™ Alarm Management

Available Service Levels

Web Access

- 365x7x24 service delivery and availability
- Alarm data posted to secure web site 3 hours after receipt and available for six months
- Alarm Analysis Web Reports, including: Executive Summary, Monthly Trend, Activity, and Communication Failures Reports
- Web reports access for up to six different users

Basic

This service includes all Web Access level deliverables, plus the following:

- Alarms reported to listed contacts by ProAct® Service Center Technician
- Up to 3 alarm escalations performed per site
- All voice delivered alarm phone conversations are recorded in .wav file format

Resolution

This service includes all Web Access level deliverables, plus the following:

- Alarm diagnosis and reporting performed by trained ProAct Service Center technicians
- Technicians connect to EMS to perform alarm interrogation and diagnosis
- Alarm diagnosis reported to listed contact, including current alarm point condition, temperature, alarm limit



Don't React, ProAct

Retail Solutions brings an unequalled blend of experience, technology and data analysis expertise to our comprehensive monitoring and facilities management services. It's a proven combination that cuts your energy and maintenance costs dramatically.

Our ProAct Service Center provides you with an enterprise view of your operations, making it easy to connect to and access vital information. We are trusted by more than 5,500 sites, 24 hours a day, everyday of the year, to make sure their facilities are consistently running at optimum levels. Don't react to problems, ProAct.



Intelligent Store™ Architecture

Emerson's ProAct software suite is a component of Emerson's Intelligent Store™ architecture. The architecture creates an integrated suite of products and services that provide retail operators a new level of sophistication and insight into their operations. When integrated or linked together, these innovative products and services can provide maintenance, energy, and reliability gains. Also included in the Intelligent Store are the E2 Facility Management System, Control Link® device controller, Intelligent Store Discus® compressor, select Lennox HVAC units, and other third party devices. For more information on Emerson's Intelligent Store, the Control Link platform, or facility monitoring and field services, please visit www.EmersonClimate.com/retailers.htm



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