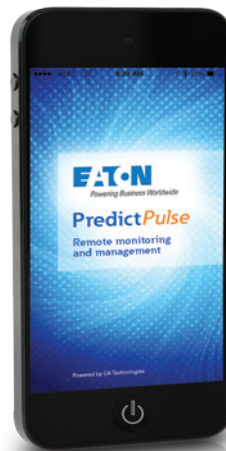


PredictPulse™

Remote monitoring and management

In a perfect world, you'd have eyes on your IT infrastructure and power management equipment constantly, making sure it's protecting critical power and running efficiently. That's not reality though. Your team—however big or small—has more to tend to than just the IT environment. Plus, each team member likely has different experience with responding to power issues. That's where remote monitoring and management can make a difference. It means a second set of eyes is keeping tabs on your equipment and will notify you of any issues.



Eaton's PredictPulse is a monitoring and management service that collects and analyzes data from connected power infrastructure devices, providing us with the insight needed to make recommendations and take action on your behalf. It's also powered by CA Technologies, bringing together the best in hardware and software.



Powering Business Worldwide

Why PredictPulse?

Power management solutions involve complex, electronic devices that can fail for any number of reasons. Eaton knows these devices inside and out, making us the best source for keeping them running so you can achieve 100 percent uptime. Here's what that means for you.

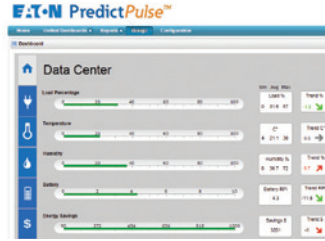
Peace of mind that your Eaton® power quality equipment is covered



Access to real-time status information



Less time spent managing your IT equipment



Reduced risk



- We remotely monitor and manage on-site service response for compatible UPS devices 24x7 via a secure, one-way outbound email (SMTP) connection
- Critical alarms are managed by Eaton, so on-site response to emergencies is expedited
- PredictPulse enhances existing monitoring tools or resources, allowing Eaton experts to manage your devices while you focus on business or IT priorities
- You can view real-time device status, alarm, key performance metrics, service history and contact information from an online dashboard—saving valuable time during critical events
- PredictPulse comes with a mobile app that shows alarm status, keeping you informed of alarms and Eaton's response during critical events
- PredictPulse is easy to register for and you can self-install devices using standard Eaton connectivity cards
- You can add, change or delete devices, adjust coworker access and set escalation preferences from a secure dashboard portal
- We run virtual remote diagnostics, allowing our technical alarm experts to inspect your devices for anomalies and take proactive action as needed
- Since PredictPulse integrates with Eaton service delivery, 24x7 technical support and alarm management, you have an increased power reliability solution and reduced risk of power disruptions and downtime costs
- PredictPulse manages the collection of monitoring data and presentation to you in a secure manner using industry standard protocols for secure communication

Bottom line: We're your comprehensive solution for equipment setup, monitoring, service and more.

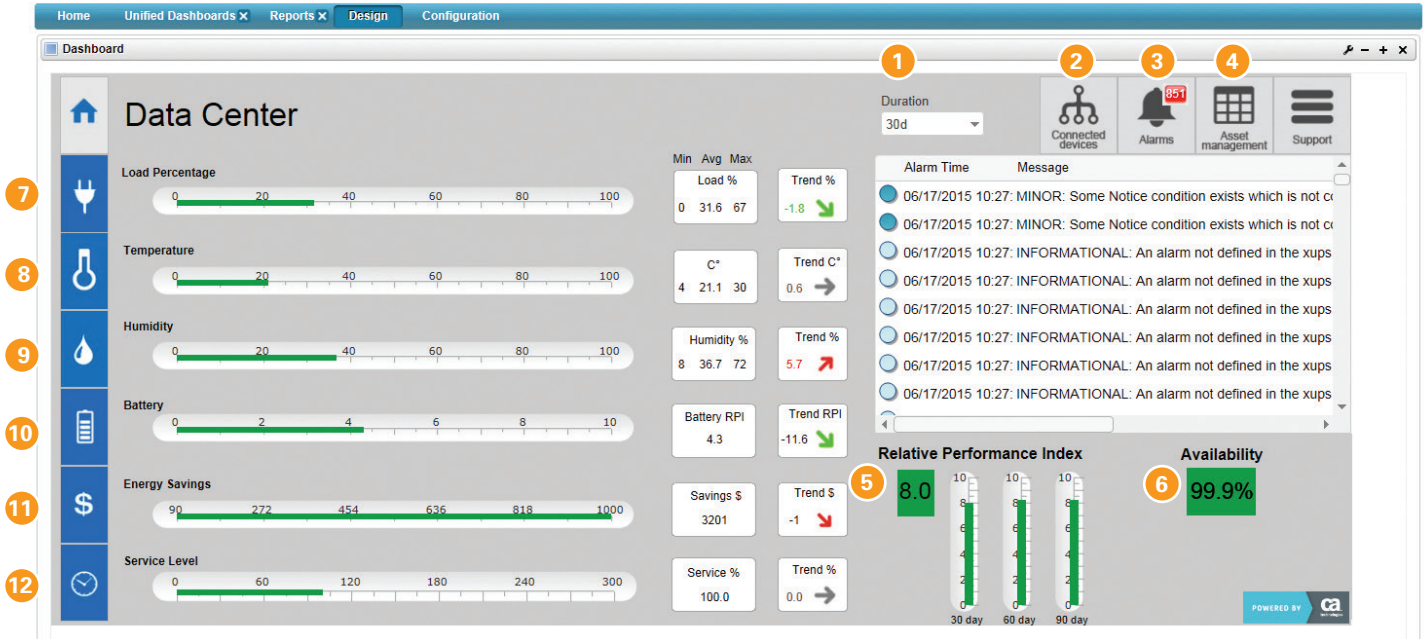


Eaton experts monitor all connected equipment from our monitoring center in Raleigh, NC.

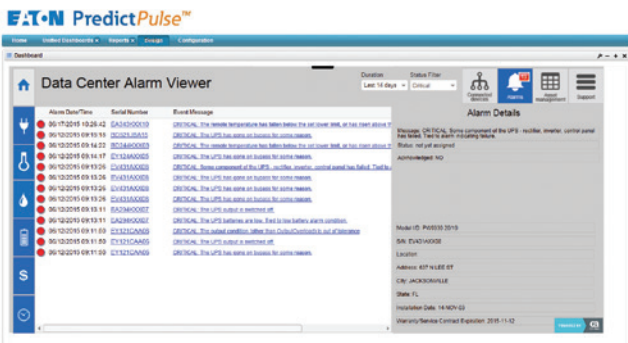
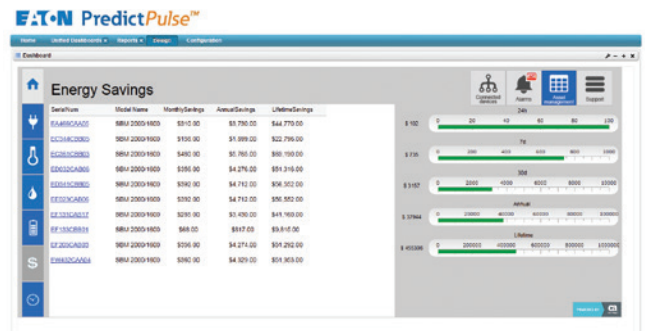
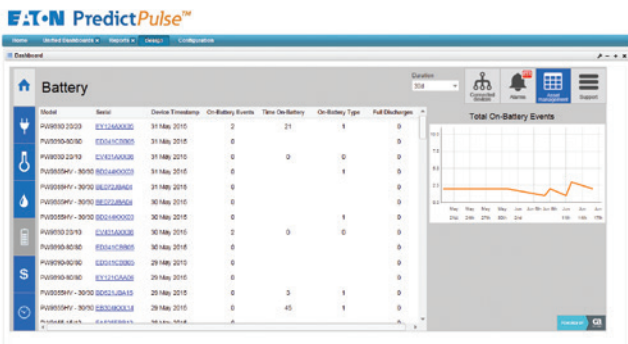


PredictPulse provides our technicians with accurate status information, so they arrive at your site with the correct parts when repairs are needed.

PredictPulse dashboard



- Duration** – Time period covered in the dashboard
- Connected devices** – List of managed devices reporting data
- Critical alarms** – Current critical alarms from all managed devices
- Asset management** – Connected devices and their details, service history, planned service and alarms
- Relative performance index** – Measurement of your system’s performance based on the weighted average of data for all managed devices (scale of 1-10, where 10 is perfect)
- Availability** – Measurement of uptime based on the total minutes your managed devices have been offline and total minutes in the duration time period
- Load percentage** – Amount of power you’re using based on overall capacity
- Temperature** – Average temperature from sensors on managed devices
- Humidity** – Average humidity from sensors on managed devices
- Battery** – Current battery health of all managed devices with batteries
- Energy savings** – Estimated sum of savings for managed devices that use the Eaton Energy Saver System
- Service level** – Measure of actual Eaton response time to the contract response time and repair time to the national average

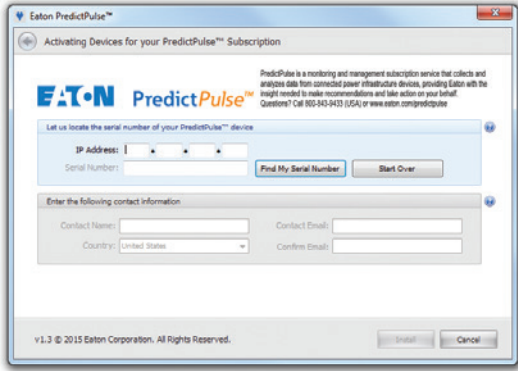


You can also drill down into each element of the real-time dashboard to get information at the device level. When a device is in alarm mode, the alarm viewer shows the impacted device, alarm level and message and current status.

How it works

Getting started

- PredictPulse works with compatible Eaton UPS devices that have an environmental monitoring probe connected
- Once you're registered for PredictPulse, you can self-install it and discover connected devices



The PredictPulse wizard installer works with all connectivity cards to discover and activate Eaton devices on your network.

Online portal and reporting

- Your real-time dashboard aggregates data from all subscribed devices and can be customized to meet your specific needs
- You'll also receive a monthly report that summarizes the most recent 30 days of status, overall performance, alarms and recent and next scheduled service by device
- An unlimited number of authorized peers can be granted access to the PredictPulse dashboard



PredictPulse uses connectivity cards in our UPSs, like the 5PX and 93PM, to send data to our monitoring center every 15 minutes.

Device data, transport and security

- PredictPulse uses SMTP to transport data from subscribing devices to Eaton computers
- We use industry standard security, reliable connectivity and your email server to transmit data, ensuring that data only flows out and never back in
- We adhere to rigorous IT security and data protection processes and built PredictPulse on the CA Technologies platform, an industry leader in IT security applications

Alarm management and customer support

- We monitor and manage all subscribing device alarms 24x7
- Our alarm technicians acknowledge all critical alarms within 15 minutes, push them to your dashboard and mobile app and respond per an agreed-upon procedure
- An unlimited number of contacts and prioritization can be added to your PredictPulse subscription to ensure timely alarm notification and emergency mitigation

Service contract integration

- Customers who subscribe to PredictPulse will see enhanced integration with field service technicians
- Technicians can access and use the service history, fleet service trends, device data and algorithms integrated into PredictPulse
- When emergency repairs are needed, technicians review the impacted device's data and come prepared with the correct parts, saving time and costly downtime expenses



When you're on-the-go, the PredictPulse mobile app keeps you connected to your devices by providing an overview of open alarms.

To learn more about PredictPulse, visit Eaton.com/PredictPulse

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