

# Connected services






Digital platforms for UPS selection,  
installation and operation



When **energy** matters



# There is always a service to support your business. Discover the one that suits you.

	User	Device	Function
Selection Online platforms	<b>UPS selector</b> Reseller, VAR, system integrator, specifier, distributor		Choose the ideal UPS solution for your application - today and tomorrow - from 600 VA to 120 kVA
Design Online platforms	<b>eRULER</b> Electrical installer, specifier		eRULER specifies the key electrical and physical parameters to prepare and size the UPS installation
Installation Mobile apps	<b>eWIRE</b> Electrical installer		eWIRE application provides clear and comprehensive guidance via your mobile phone for an easy and foolproof UPS installation activity
Operation Mobile apps	<b>SoLive UPS</b> Facility Manager, IT Manager, Energy Manager		SoLive UPS is a mobile application to monitor the UPS: <ul style="list-style-type: none"> <li>• Overview of all installed units</li> <li>• Real-time alarm and notification</li> <li>• Dashboard with operating parameters</li> </ul>
Maintenance Cloud service	<b>SoLink</b> End-user through service center		SoLink is the Socomec 24/7 Remote Monitoring Service connecting your UPS to the nearest Socomec Service Centre



# Connected services - for a better UPS experience.

Online platforms

## *UPS selector*

Make the right UPS choice

## *eRULER*

UPS installation automatic sizing

The UPS Selector is the ideal interface to choose the UPS best suited to your specific applications.

Enter just a few pieces of information:

- Load value.
- Input and output voltage.
- Back-up time.
- Spare power capacity.

By entering just a few parameters, a comparative file is generated that presents three proposals to meet your needs. The Socomec Team will then respond with a quote within 24 hours.

Quick sizing for installers and consultants when preparing and specifying the electrical and physical parameters of a UPS project.

Configure a system by selecting power size, voltages and performance level.

Receive a comprehensive suite of information to support the planning of the UPS installation:

- Electrical diagram.
- UPS dimensions.
- Protection sizing.
- Terminal type.
- Heat dissipation.
- Available in more than 10 languages.



Selection

Design



[socomec.com/ups-selector](http://socomec.com/ups-selector)



[ups-ruler.com](http://ups-ruler.com)

# Together, step by step.

## Mobile apps

### eWIRE

#### Tutored UPS installation

Using Augmented Reality technology, eWIRE recognises the UPS to be installed by simply focusing it with the installer's smartphone camera.

eWIRE provides step-by-step instructions to correctly position the UPS, verify electrical protection and guide the cabling of both the UPS and battery.

Once the installation is complete, eWIRE sends a detailed report to the Socomec Services Centre to validate the installation report and authorise the commissioning to be performed by the Socomec Services team.

Activation code:



### SoLive UPS

#### UPS status always in hand

SoLive UPS enables the customer to monitor the system - in real-time, via smartphone - by connecting the UPS to the Socomec cloud platform.

The mobile app automatically reports the latest status of the installed UPS, displays alarms and provides instant notifications of any unexpected events.

Data provided:

- Current status of the UPS.
- Battery level.
- Battery back-up time minutes.
- UPS operating temperature.

Contact your local agent to learn more about the availability of this service.



## Installation

## Operation



Cloud service

## SoLink

Socomec experts 24/7 UPS remote monitoring



- Remote service availability by connecting your UPS to Socomec's cloud platform.
- Periodic UPS health-check and customer recommendations report.
- In the event of an anomaly, the system provides instant notification to the nearest Socomec Service Centre.
- A specialist Service Centre engineer will carry out a proactive diagnostic check by remotely accessing the working parameters.
- Troubleshooting and corrective actions can be taken immediately according to the Service Level Agreement.



# Maintenance



Find out more



INNOVATIVE DIGITAL SERVICES

Agora Calycé is a pure player specialising in the delivery of IaaS, PaaS and SaaS cloud solutions and services. The company provides tailor-made full or hybrid cloud solutions and digital services. As part of the Socomec group since 2013, Agora Calycé has become the cloud provider of choice for internal and external cloud and digital services.

Via Agora Calycé, Socomec is able to deliver a complete range of high quality and secure expert services.

Through all of Socomec's fully qualified expert teams, we are able to cover the entire IoT chain, from the conception of a product to the digital usage powered by edge devices or cloud platforms.



Data centres located in Europe



Tiers III+

To meet Socomec's exacting standards, our cloud solutions are regularly tested and audited to ensure the high quality and cyber-security of products and services.

# Socomec: our innovations supporting your energy performance

**1** independent manufacturer

**3,600** employees  
worldwide

**10** % of sales revenue  
dedicated to R&D

**400** experts  
dedicated to service provision

## Your power management expert



POWER  
SWITCHING



POWER  
MONITORING



POWER  
CONVERSION



ENERGY  
STORAGE



EXPERT  
SERVICES

## The specialist for critical applications

- Control, command of LV facilities
- Safety of persons and assets
- Measurement of electrical parameters
- Energy management
- Energy quality
- Energy availability
- Energy storage
- Prevention and repairs
- Measurement and analysis
- Optimisation
- Consultancy, commissioning and training

## A worldwide presence

**12** production sites

- France (x3)
- Italy (x2)
- Tunisia
- India
- China (x2)
- USA (x3)

**28** subsidiaries and commercial locations

- Algeria • Australia • Belgium • China • Canada
- Dubai (United Arab Emirates) • France • Germany
- India • Indonesia • Italy • Ivory Coast • Netherlands
- Poland • Portugal • Romania • Serbia • Singapore
- Slovenia • South Africa • Spain • Switzerland
- Thailand • Tunisia • Turkey • UK • USA

**80** countries

where our brand is distributed

### HEAD OFFICE

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