



Welcome to Dispatch Services

Please follow this guide to initiate the service

Table of contents:

- *Offer Overview*
- *Service Activation Steps*
- *L1 Troubleshooting Certification*
- *How to submit request for Dispatch Services*

Life Is On

Schneider
Electric

Dispatch Services → Offer Overview



Dispatch Services

complements the monitoring capability of EcoStruxure IT Expert by providing IT end-users and channel partners the help they need to solve problems unique to their businesses.

Help reduce OpEx, improve cost predictability and reduce the risk of costly business interruptions, by providing advanced support and on-site service visits (with parts and labor included), leading to **faster issue resolution and amortization of their critical equipment maintenance costs.**



EcoStruxure IT Expert *(sold separately)*



Remote Monitoring

24/7 monitoring and L1 troubleshooting provided by partner/end-user Network Operations Center (NOC) with EcoStruxure IT Expert

Troubleshooting technical training provided by Schneider Electric.

Dispatch Services *(upgrade)*



L2 Troubleshooting

Advanced remote support and service scheduling by our Connected Services Hub (CSH)



On-site Support

Next business day on-site support and replacement parts by Schneider Electric via our Field Services dispatch personnel



1, 3, 5 year options available



For Smart-UPS (single-phase UPS) and related accessories (External battery pack, transformer, or rack power distribution unit)



Available during and after factory warranty

Where are you on your EcoStruxure journey?

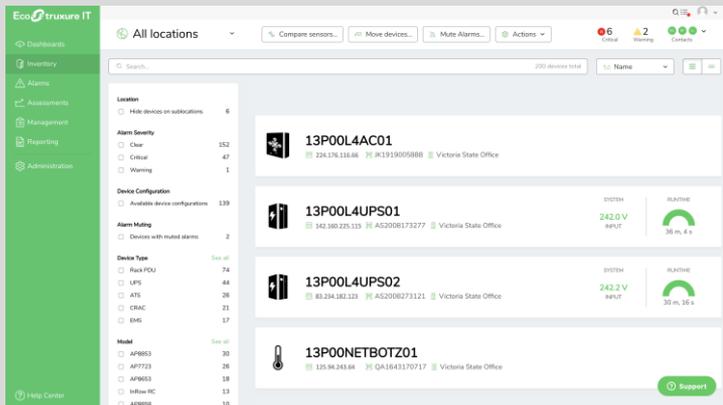
Existing EcoStruxure IT Expert Customer

New to Dispatch Services – I'm an existing customer and I actively manage my UPS via the EcoStruxure IT platform.

New EcoStruxure IT Expert Customer

New to Schneider Electric Software and Services – I'm a new or existing hardware customer but it's the first time I will be connecting my assets.

I'm an existing EcoStruxure IT Expert Customer



The screenshot displays the EcoStruxure IT Expert Customer interface. The left sidebar contains navigation options: Dashboards, Inventory, Alarms, Assessments, Management, Reporting, and Administration. The main content area shows a list of devices under the heading 'All locations'. The devices listed are:

- 13P00L4AC01**: 24.126.116.04 | 01919005888 | Victoria State Office
- 13P00L4UPS01**: 142.360.225.115 | AS2008173277 | Victoria State Office. Status: SYSTEM (242.0 V INPUT), HEALTHY (38 m, 4 s).
- 13P00L4UPS02**: 49.294.182.123 | AS2008273121 | Victoria State Office. Status: SYSTEM (242.2 V INPUT), HEALTHY (33 m, 26 s).
- 13P00NETBOTZ01**: 125.94.263.04 | 0191643170717 | Victoria State Office. A green 'Support' button is visible next to this device.

You can already:

- *Log in to your account*
- *See your assets and alarms*

You are all set!

A Customer Success Manager will contact you shortly to verify your account and confirm the details of the assets that will be part of the Dispatch Services service plan.

I'm a new Customer purchasing software and services

step
1



You purchased:

- *Single-phase UPS*
- *EcoStruxure IT Expert license*
- *Dispatch Services*



*Your order
was
processed*



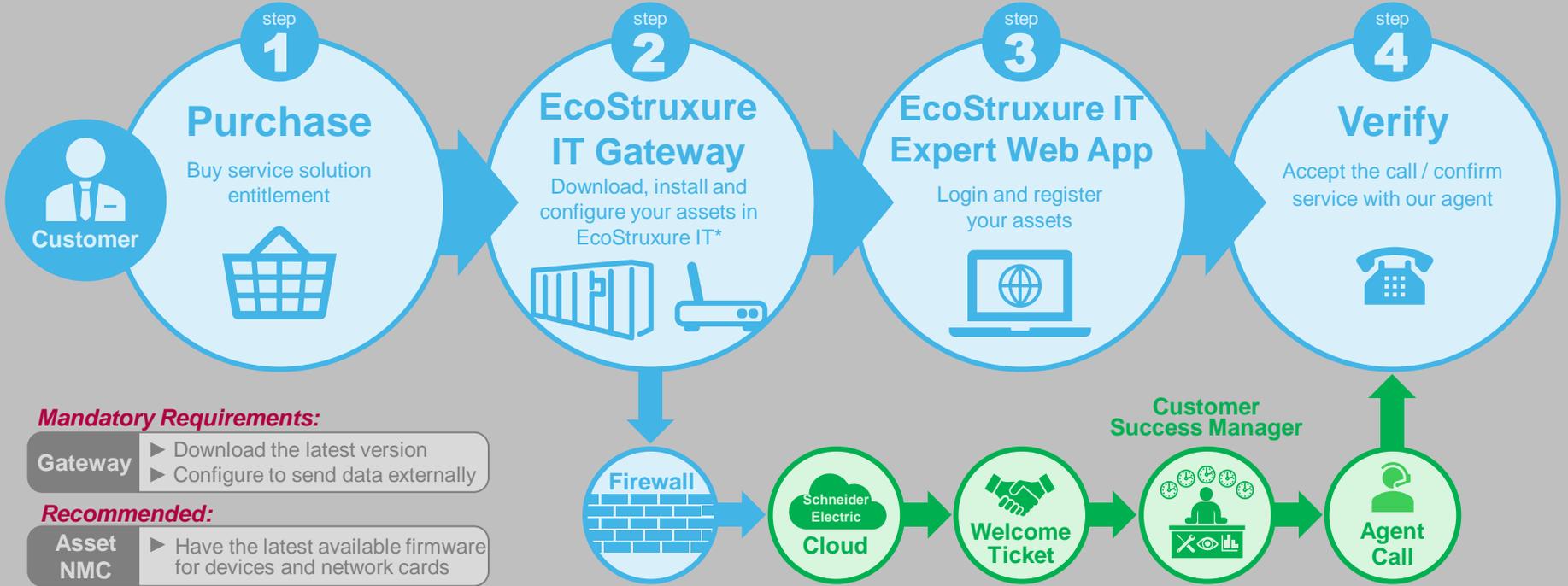
*Your
equipment
has arrived*

*Congratulations and thank you for choosing
**EcoStruxure IT Expert Enabled Dispatch
Services***

You have completed step 1 out of 4

[Now, let's activate your service](#)

Overview of Service Activation Steps



*Note: To download the EcoStruxure IT Gateway and for additional details on this process visit this link [here](#).

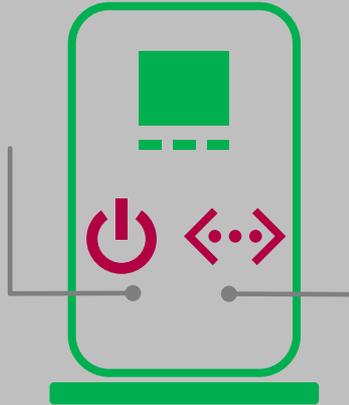
Equipment installation and set up

step
2



Please make sure that all equipment covered by Dispatch Services is properly installed and connected to the local network.

equipment installed
and working



device connected &
discovered on local network

EcoStruxure IT registration & set up guide

step

3



Getting started with EcoStruxure IT is easy!

(Don't forget to download the EcoStruxure IT Gateway software and install the EcoStruxure IT app on your phone)



Sign up [here](#) and follow the on-screen instructions to download EcoStruxure IT Gateway.



Work with your IT team to install and configure your EcoStruxure IT Gateway. Steps and details of the process are available [here](#).*



Install the EcoStruxure IT mobile app. Details available [here](#).

*Note: For additional security information visit this link [here](#).

EcoStruxure IT
Sign Up

Log In Sign Up

I have read, understood and accepted the [Terms And Conditions](#) of EcoStruxure IT Cloud Services.

EcoStruxure IT may collect your personal information. For more information as to how we process and protect your personal information, please read our [Privacy Notice](#).

SIGN UP >

Verification

step
4

Final Step

To finalize the Dispatch Services activation, you will receive a call from Schneider Electric.

During the call, a Customer Success Manager will verify your settings and configuration and help you to activate your account.

Please note:



Once contacted by the Customer Success Manager, please indicate

*that the service you are using is **Dispatch Services**.*

Developing Operational Capability

All **Partners** or **End-Users** who wish to benefit from the Dispatch Services add-on to EcoStruxure IT Expert need to develop **Operational Capability** to be able to monitor and troubleshoot devices as follows:



Make sure that the assets under the Dispatch Services contract are licensed with EcoStruxure IT Expert and start monitoring them.



Train and certify your Network Operation Center (NOC) staff for Level 1 Troubleshooting by having them take the training program “EcoStruxure IT Expert Enabled Dispatch Service Operator Training”

- Partners interested in building a Managed Service Practice around critical infrastructure can access the training through Schneider Electric’s Partner Portal training section [here](#).
- End-users have to purchase the WITEDS-TT-L1 training program once and access it through Schneider Electric virtual learning platform [here](#) (more information on the following page.)

Level 1 Troubleshooting training for end-users

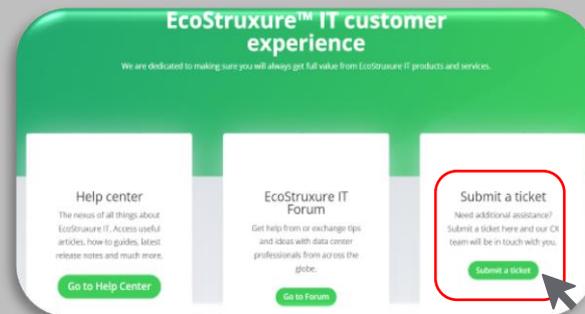
After purchasing the WITEDS-TT-L1 training, follow the steps below to access it through My Learning Link – Schneider Electric virtual learning platform

1. Register in the training portal [here](#) with your email address;
2. Look for an automated email from “no-replysecureidentity@se.com” and click on the “Complete Registration” link to set up your new password and log into My Learning Link;
3. Send an email to judy.angeles@se.com with your full name, company and email address used in My Learning Link. This step will give you exclusive access to the Dispatch Services training and it can take up to a week;
4. Look for an email confirmation informing that your My Learning Link profile has been updated and click [here](#) to access the Level 1 Troubleshooting training program; and
5. If you're not automatically directed to the training program page, type Dispatch Services in the upper right search bar and select “EcoStruxure IT Expert Enabled Dispatch Service Operator Training” to START LEARNING!

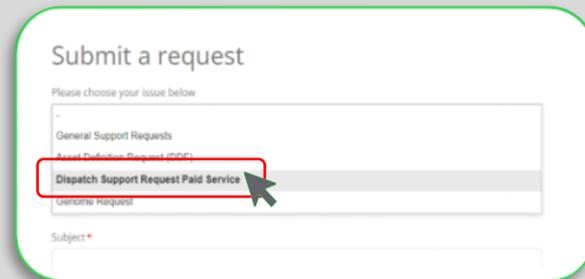
How to submit a request for support with Dispatch Services (1/2)

After developing **Operational Capability**, your NOC (Network Operations Center) agents need to take the following steps to submit a **request for support** with the Dispatch Services add-on to EcoStruxure IT Expert:

- 1) Go to <https://ecostruxureit.com/support/> and click on “Submit a ticket”;



- 2) Once on the “Submit request” page, choose “Dispatch Support Request Paid Service” from the dropdown menu;



How to submit a request for support with Dispatch Services (2/2)

3) Complete the “Dispatch Support Request Paid Service” form with:

a) Contact information for the NOC agent performing the troubleshooting and submitting the request for support;



We will contact this person for advanced troubleshooting support, if needed.

b) Contact information of the end-user’s asset location;



We will contact this person to schedule on-site support, if needed.

c) Information on the device, like serial and model number, alarm and issue description; and



We need the exact information about the issue and the troubleshooting steps taken to expedite the resolution process.

d) Detailed description of the troubleshooting steps.

If you are unsure of which troubleshooting steps to take, go back to the L1 troubleshooting training* to refresh your knowledge on how to troubleshoot a Smart-UPS and related accessories before submitting a request for support.

*On-demand training curriculum available under the name “EcoStruxure IT Expert Enabled Dispatch Service Operator Training”. Partners interested in building a Managed Service Practice around Critical Infrastructure can access the training through Schneider Electric Partner Portal training section [here](#). End-users have to purchase the WITEDS-TT-L1 training and access it through Schneider Electric virtual learning platform [here](#).

What to expect after submitting a request for support

- 1) An agent from Schneider Electric Connected Services Hub (CSH) will review the request for support;
- 2) The CSH agent will contact the NOC agent that submitted the request in the following cases:
 - a) More information is needed;
 - b) Provide advanced support with troubleshooting; or
 - c) The requested repair is approved.
- 3) If the issue requires on-site support and repair, the contact person at the device location will be contacted by Schneider Electric Services Scheduling team; and
- 4) After the issue is resolved, the CSH agent will send a final update to the NOC agent that submitted the request and the ticket will be closed.

How to contact us?

To use the service and request advanced troubleshooting support, submit a ticket using the “Dispatch Support Request Paid Service” at <https://ecostruxureit.com/support/>

For any technical issues with EcoStruxure IT Expert or problems deploying your gateway, discovering devices, etc. please submit a ticket at <https://ecostruxureit.com/support/> or email support@ecostruxureit.com

For support with the training program, contact judy.angeles@se.com

Life Is On



Schneider
Electric

