

ProAct® Services

Enhanced Facility Services

With stores across many regions, today's Facility Managers are often overloaded by the sheer number of requests for simple support actions. Retail Solutions' Enhanced Facility Services takes the burden off your facilities organization by providing real-time resolution of customer's HVAC and lighting requests across your enterprise. As a result, your facility management staff is able to focus more on critical facility issues.

Quick and easy resolution is available 24x7x365, since issues may be e-mailed or called in directly. Thanks to a private 1-800 number, customized answering options, and private labeling stores may not even know they're talking with someone outside your company.

Beyond individual store operations, Enhanced Facility Services can easily broadcast schedule or setpoint changes across an entire enterprise as well. It's an easy way to augment your facility management capabilities without adding personnel or headaches to your existing operation.

As part of the ProAct suite of facility services, Enhanced Facility Services seamlessly integrates with other ProAct services. This helps your operation streamline the entire facility management process, enabling you to operate more efficiently, maintain maintenance accountability, and ensure that your facilities are operating properly. As with all services, data is available on a custom, secure website for data mining or exporting in a variety of formats.



Benefits

- Enable your Facility Manager to focus on actual problems, not setpoint or scheduling changes
- Identify stores with higher change rates to gain an insight into performance and potential service provider issues that can be corrected for greater energy savings
- Quick and easy schedule and setpoint changes across an enterprise
- Data available on a secure website for six months



ProAct® Enhanced Facility Service

Standard Service Details

- 24x7x365 on-call service performed by Emerson's ProAct Service Center technicians
- Inbound requests received via e-mail or phone call
- Temporary system overrides, setpoint and schedule changes, point status reporting performed upon request
- Remote FMS/BAS assistance of on-site personnel
- Integrates with other ProAct service modules
- Data mining web reports include: sort, filter, print, and export to Excel, Lotus 123, CSV, Text, PDF, HTML
- Enterprise-wide lighting and other system schedule changes

Optional Services

(Contact Retail Solutions for Details)

- Customized 800 number and answering services available
- Custom web reports



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 thousands of sites, 24 hours a day, every day 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 Enhanced Facility Services is a service 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 E2 Facility Management System, or facility monitoring and field services, please visit www.EmersonRetailSolutions.com



Emerson Retail Solutions
1640 Airport Road NW, Suite 104, Kennesaw, GA 30144
770.425.2724
EmersonRetailSolutions.com

2007SG-14 R3 (1/08)
Emerson, Control Link, Discus, Intelligent Store and ProAct are trademarks of Emerson Electric Co. or one of its affiliated companies.
©2007 Emerson Climate Technologies, Inc. All rights reserved. Printed in the USA.



EMERSON. CONSIDER IT SOLVED.™