PredictPulse™

Eaton's remote monitoring service by the numbers

1979
Eaton launches its first monitored UPS with a dial-up phone modem, including remote diagnostics.

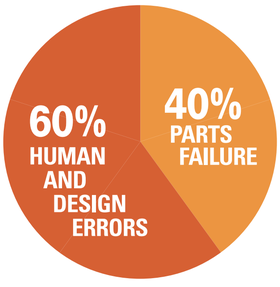
2004
Eaton introduces eNotify email-based remote monitoring, including 14 data points and 200+ alarms.

2015
Eaton launches its third generation of remote monitoring service, PredictPulse, with a real-time mobile app, portal and reports.

2016
Eaton introduces the industry-first predictive analytics cloud service, PredictPulse Insight, featuring 950 data points and 283 alarms.

2019
Eaton celebrates **40 YEARS** of remote monitoring, an all new PredictPulse user mobile experience.

Causes of UPS failures



Cost of downtime

$471,000
per hour
Average loss reported by customers during downtime

The power of predictability

1. Save time
2. Save money
3. Reduce risk

Top customers by industry

- Healthcare 27%
- Government 16%
- Retail 12%
- Education 9%
- Banking 9%

Integrated with the Eaton field technician team

240+	38,000+	11+	99.5%	24/7
Eaton UPS factory-trained field technicians in North America	preventive maintenance visits completed annually	years of average tenure at Eaton	overall customer satisfaction	expert remote monitoring of IT infrastructure power quality equipment

Stay connected

3,848
Average number of critical alarms responded to per year
LEADS TO INCREASED UPTIME

<15 minutes
Average notification response time for critical alarms
ALLOWS FOR QUICK DISPATCH

Batteries
The most frequent predictive alert
#1 REASON FOR UPS FAILURE

EATON
Powering Business Worldwide

For a free trial of PredictPulse, visit
Eaton.com/PredictPulseFreeTrial