



Unleash and grow your business with EcoCare, our exclusive services membership

EcoCare for Single-Phase UPS

A next generation service membership

It has never been a better time **to boost our partnership** to help your customers accelerate their **digitization and decarbonization journey** without compromising on resiliency and efficiency while helping optimize costs.

Managing a fleet of single-phase UPSs can be challenging, not only when it comes to budget but also personnel resources.

With EcoCare membership, we offer the depth of our expertise combined with innovative digital capabilities across the single-phase UPS lifecycle. Leveraging your knowledge and proximity, we build a comprehensive understanding of the unique edge architecture that powers your customer's business, so that we can help them minimize downtime, maximize operational efficiency and safety, and contribute to a smaller carbon footprint.

We help you unlock the full potential of your customer's connectable single-phase UPS with:

- **24/7 proactive monitoring and advice** from Schneider Electric experts, allowing your customers' teams to focus on other activities, but still providing centralized visibility.
- **Exclusive access and faster response times:** We support and maintain your customers' fleet with fast response times and on-site intervention. Labor and spare parts are included, saving on costly unplanned dispatch expenses.
- **Optional specialized training that empowers your team** to self-monitor through EcoStruxure™ IT Expert and learn basic troubleshooting for your customer's single-phase UPS assets.
- Preferred rates for **on-site data asset collection for your customers**, through EcoConsult Audit, to gain visibility into their inventory baseline for current and future distributed IT asset management.

Unleash and grow your business for tomorrow by offering EcoCare, our exclusive services membership.

se.com/services

Why add EcoCare to your business portfolio?

- 1. Increase your revenue by:**
 - Leveraging simple, dedicated tools and processes that make you more self-reliant and **reduce friction**
 - **Expanding into e-commerce** with our simplified and powerful offer position and marketing support
 - **Unlocking incremental value** through the entire service lifecycle: become the customer's lifecycle service manager through mySchneider (optional)
- 2. Stand out from your competition** with an exclusive services membership for your customers:
 - Help your customers reach their **company's sustainability goals** with proper disposal and recycling of old equipment.
 - **Provide maintenance recommendations** and help improve their business performance and efficiency.

Life Is On

Schneider
Electric

Discover a simplified experience with EcoCare

2 EcoCare business models are available:

- 1 Buy-Resell**
We perform the full package below for your customer.
- 2 You monitor**
We perform dispatch services, but you monitor through [EcoStruxure IT Expert](#).



Selector Tool

In your daily role, you need an easy-to-use quoting tool, so that you can build EcoCare solutions promptly to share with your customers. Leverage our single-phase Service Selector tool, available in the Design Portal, and choose the right services for your customers quickly and efficiently.

[Explore today](#)



mySchneider Portal

Easily manage your customers' assets with the mySchneider portal, a customized digital experience that provides 24/7 visibility of assets under management, online chat, warranty status, entitlements, visits scheduling, reports, and more!

[Register now](#)

EcoCare for Single-Phase UPS				
<p>Support to operations</p>	Access to mySchneider portal with chat, visibility of assets and warranty status, visits scheduling and reports		●	
	Technical Support	Direct access to experts during business hours	●	
	Emergency Support	Emergency support 24/7 hotline		●
		Break-fix on-site intervention <ul style="list-style-type: none"> • Service Level Agreement* - next business day 		●
		<ul style="list-style-type: none"> • On-site intervention cost 		●
Customer Success Management**			●	
<p>Replacement Parts</p>	Replacement parts, including batteries	Spare parts cost	●	
<p>Monitor & Optimize</p>	24/7 Monitoring and alarming		●	
	Proactive technical assistance in case of alarms***		●	
	Automatically generated reports****		●	
<p>Workforce empowerment</p>	Access to standard online training courses		●	
	Advanced online training courses to empower your staff for basic troubleshooting and self-monitoring		Member Rates	
<p>On-site assessment</p>	EcoConsult Audit with on-site data collection service for obtaining UPS fleet details, age, and health		Option	

*Maximum zone coverage may vary based on your country/location.

**Qualification based on UPS fleet size

***Customer/Partner performs if opting for advanced training

****Not included with the Advanced eLearning version

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