

ProAct™ Alerts mobile app



Introduction

Make fast, informed decisions to help safeguard food and protect equipment with real-time alerts to your mobile device.

Every minute counts when protecting perishable products and foodservice equipment. That's why ProAct Services now offers the ProAct Alerts Mobile App, with real-time critical alerts, associated history and status information to save time, reduce maintenance costs and safeguard food.

ProAct Alerts Mobile App helps you make fast, informed decisions, no matter where you are. When an event occurs, you'll be notified automatically on your iOS device. Each alert is linked to a specific asset, so you don't have to go hunting to figure out which device triggered the alarm.

Not able to respond to the alert right away? No problem. The ProAct Service Center team is automatically notified if you don't respond. These expert technicians are always just a phone call away — at any step of the process. You can even request a call with a quick click inside the app itself.

In addition, the app streamlines the process of providing detailed information to others who need it. This reduces the call time needed to resolve many issues, and may even save you the trouble of sending a technician to your site.

Dealing with multiple issues at once? The app allows you to evaluate all active alerts at a glance so you can prioritize your efforts and respond in the most efficient way. You control when and how notifications come to you, and when they get diverted to someone else, minimizing disruptions to your workday.

Benefits

Save time

- Mobile access to triaged critical HVAC, Refrigeration and building alerts received in near real-time allows managers to respond quickly and effectively to an emergency or abnormal situation
- Smart alarming and filtering gets the right alerts to the right person helping improve speed of response to critical alarms



Safeguard food

- Real-time access to triaged critical building and equipment alerts means better control over equipment, systems, and facility efficiency with more uptime and less food loss saving energy and money



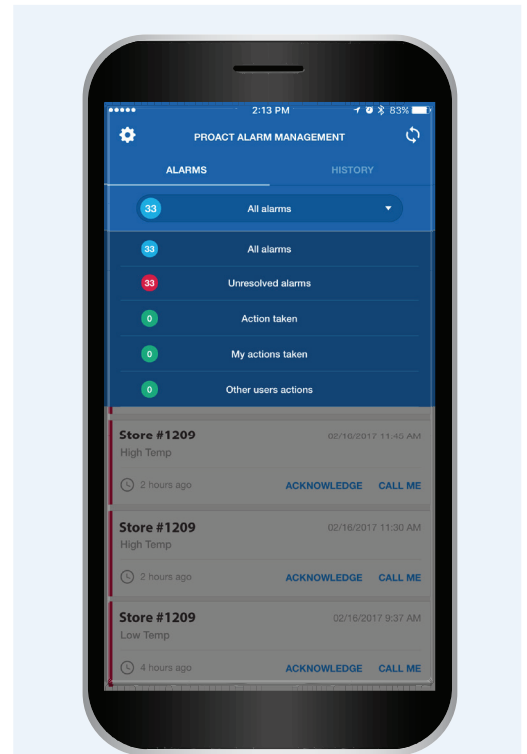
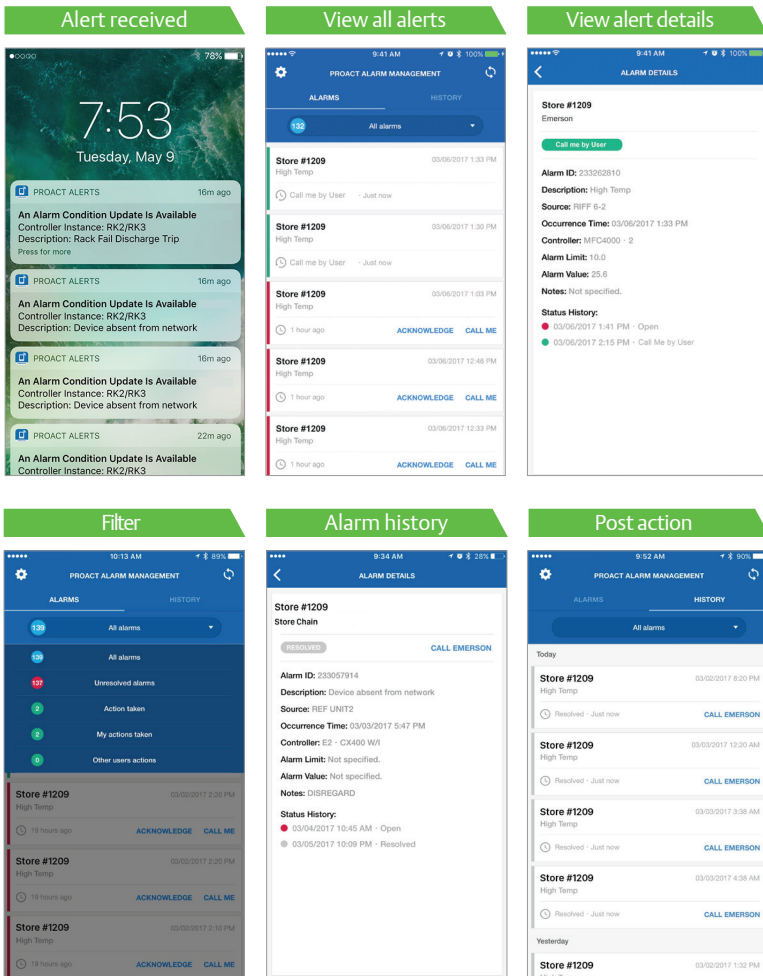
Reduce maintenance costs

- Real-time access to alerts gives managers the visibility needed to control service calls, saving time and money. Managers can decide if and when a service call is needed. If multiple alerts can be handled by one service call instead of multiple calls, contractor trips are minimized
- Real-time access to alerts field service technicians can make a service call armed with all the parts, equipment and information needed to make the repair in one trip



Features

- **Priority actions** – Filtered alerts in red for easy recognition, visibility and fast action
- **Fast response** – With near real-time alerts, Store Managers and Facility Technicians can act quickly with detailed information available in convenient drill down screens
- **Simple workflow** – View alerts, confirm/accept or request a call from Emerson PSC
- **Convenient notification** – Receive alarm information via ProAct Alerts Mobile App



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*STANDARD DATA FEES AND TEXT MESSAGING RATES MAY APPLY BASED ON YOUR PLAN WITH YOUR MOBILE PHONE CARRIER. Customer understands that devices used to access ProAct alerts may rely on wireless networks such as, but not limited to, 4G LTE, CDMA, GSM (“Wireless Networks”) and that actual signal availability may depend on a combination of the third party wireless network carriers and availability of and actions of roaming partners, and that factors outside of Emerson’s control, such as weather, buildings, topography, usage, or maintenance activities of Wireless Network Providers may limit or interrupt the ProAct Mobile Alerts. Emerson is not responsible for interruption or limitation of ProAct Alerts Mobile App related to issues with Wireless Networks.

