

The Aggreko Remote Monitoring Solution (ARM)

The ARM solution transmits real-time data from equipment, allowing Aggreko to anticipate, diagnose and solve problems faster and with greater accuracy — and proactively head off potential issues.

Avoid Preventable Failures:



Early detection and prevention of potential issues means ARM customers avoid problems before they occur.

Maximize Uptime:



The ARM solution helps customers maximize efficiency. ARM enables productive work to continue — eliminating potential lost revenue and man-hours.

Accelerate Troubleshooting:



ARM software identifies potential or actual problems, allowing the Aggreko team to quickly resolve the issue remotely or, if necessary, via the responding technician.

Right-Size Equipment:



The ARM solution provides valuable data to help Aggreko determine the optimal equipment needed for each unique job. Aggreko can better ensure that customers have the right size equipment for the job. Undersized equipment is likely to have performance issues; oversized equipment would mean unnecessary costs.

The Remote Operations Center (ROC)

Staffed with a highly skilled technical team, the Remote Operations Center is responsible for monitoring ARM units and coordinating responses to notifications.

Equipment Monitoring:



Aggreko Remote Operations Center receives equipment notifications.

Remote Diagnostics:



Alarms enable the Remote Operations Center to identify potential or actual issues.

Personal Attention:



A team member initiates the right response plan for the identified issue.

Issue Resolution:

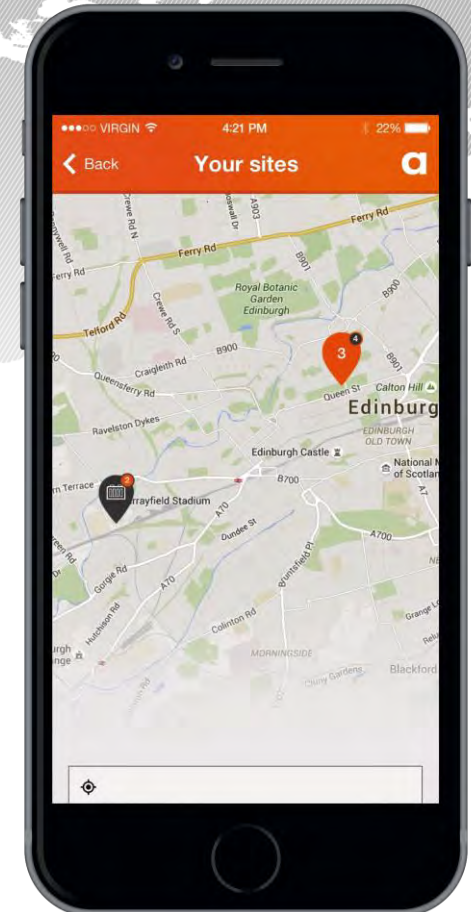
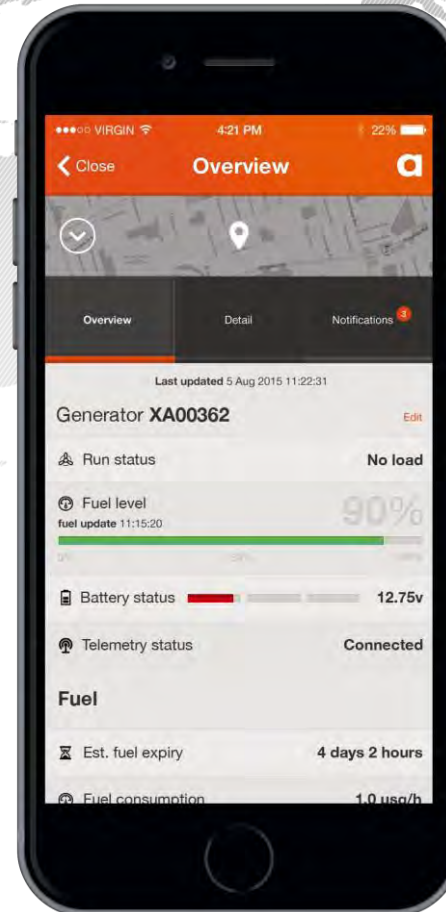


Aggreko remotely fixes the problem with the site when possible or dispatches a qualified technician with a thorough understanding of the issue.

The ARM Mobile App

The mobile app is the next step in the evolution of Aggreko's service excellence strategy designed to improve the customer experience.

The app gives users remote access to equipment reports status as it relates to thousands of critical equipment parameters while it is on a customer's site, such as load capacity, amps, run hours, fuel levels and GPS location. Users will also be notified of any critical performance alarms and contacted immediately by Aggreko's 24/7 Remote Operations Center (ROC), a one-of-its-kind response team staffed by expert technicians to diagnose, respond and remotely fix issues when possible.



Available for download



aggreko

Remote
Monitoring

