

Coromatic

Operations  
Secured**24/7**

# Operation Center

## Service Description



# Coromatic Operation Center

Today, monitoring of critical applications and systems is vital in most industries. The possibility of continuously receiving indications and alerts is often key for avoiding crises and for maintaining high accessibility. Research shows that initial efforts of smart alarm management can reduce total alarms with 40-50%.

The Operation Center is based on an intelligent cloud platform that monitors and provides insight into the mission-critical infrastructure. A transparency that makes previously unobserved but important information available.

The service is designed to meet organizations' needs for robustness, security, reliability and efficiency. The platform is based on a remote monitoring service which, through systematic automation and access to important key figures about the critical facility, converts data into operational insights and efficiency at all levels in the organization.

The Operation Center provides increased control via a transparent view that visualizes status in real- time. Furthermore, the platform enables smart alarm handling and troubleshooting, which provides conditions for, e.g., proactively minimizing downtime. The service is redundantly designed for high security and availability.



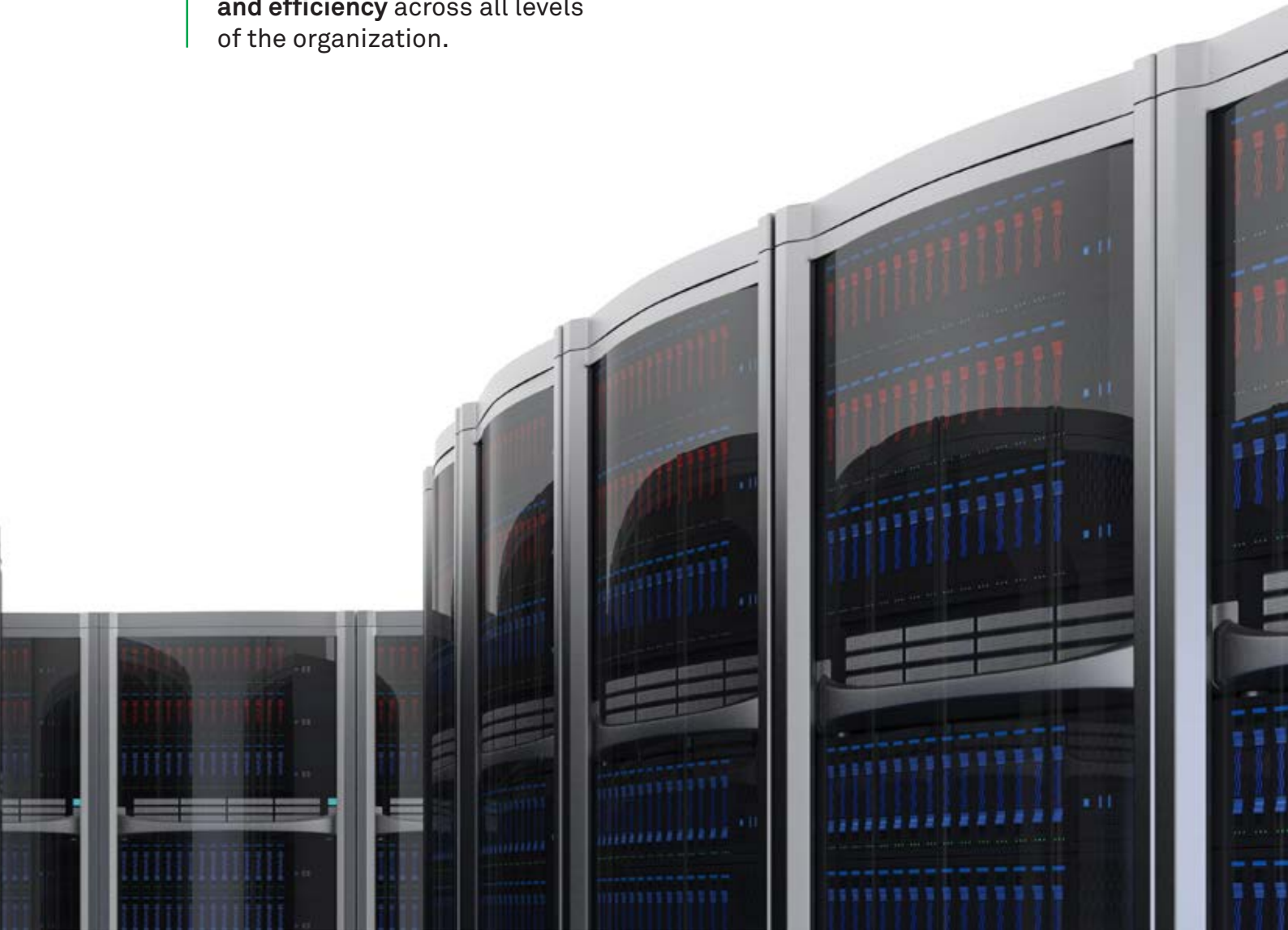
# | What's Make us **Unique**

Our strength and what makes us unique is the platform's connection to our internal expertise and physical presence of field technicians. We provide expert assessments and visualize necessary service activities based on our understanding and analysis of common errors and identified trends.

The purpose is to avoid repeated incidents and provide qualitative suggestions for improvements in the mission-critical infrastructure. Trends and diagnostics are collected and reported continuously, which enables capacity management, optimization, risk management, increased efficiency, and energy improvements. Future releases will include machine learning and advanced analytics which form the basis of long-term operational insights, aimed at forecasting future events to secure and optimize operations.

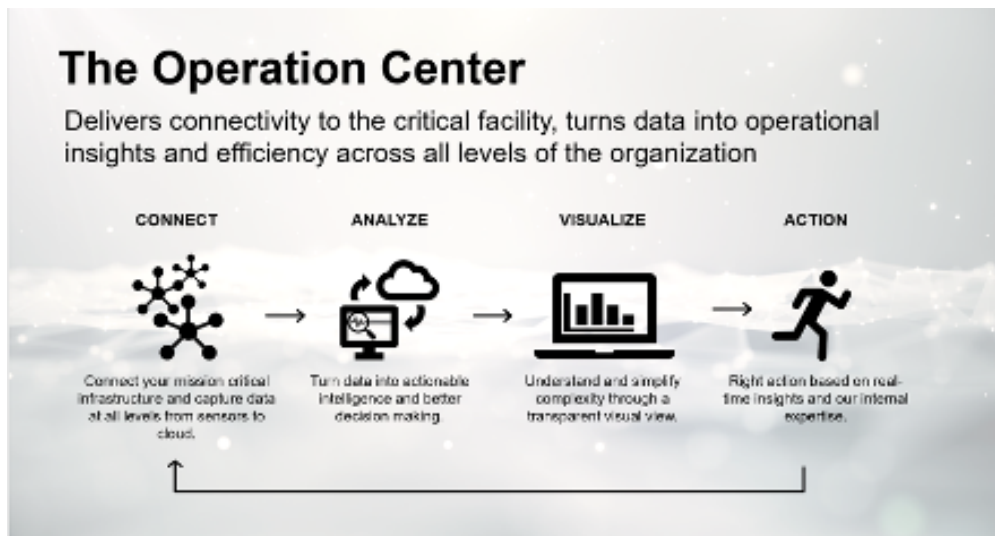
Coromatic is the leading Nordic provider of mission critical facilities solutions with 285 service technicians available in 27 locations across the Nordics.

| Our Operation Center **turns data into operational insights and efficiency** across all levels of the organization.



# What is the Operation Center?

The Operation Center is based on an intelligent cloud platform that monitors and provides insights into important information of the customer site.



**We Connect** to the customers' critical infrastructure and capture data at all levels from sensors to cloud.

Thereafter **we Analyze** the data, and can through that conduct data-driven decision making and provide recommendations based on real-time insights and historical trends.

**We also Visualize** KPIs and trends in a transparent, understandable view that is accessible both for our technicians and customers.

Everything supports us to take the right type of **Action**, based on real-time insights, historical trends, and advice from our internal expertise.



# | Customer Offering



## **Reliable Dashboard Monitoring and Trends**

The objective of the service is to provide insight into the status of your mission critical infrastructure and critical equipment to ensure that the needs of your IT-business are met. Visual dashboards are provided to give a transparent view of real-time infrastructure health. KPI's and trends for availability, capacity and efficiencies are displayed in dashboards and reports.

- Visual, transparent and easy-to-understand real-time view of the infrastructure health.
- Key performance indicators for capacity and efficiency can be followed in real-time.
- Trends and diagnostics reporting on a set of KPIs.



## **Alarm Management**

The possibility of continuously receiving indications and alerts is often key for avoiding crises and for maintaining high accessibility. Through improved information based real-time insights and historical trends visualized in the platform, Coromatic can contribute with advisory and remote support. Additionally, more insight into the critical infrastructure enables us to take proactive actions based on data-driven decision-making.

- Minimize unnecessary call-outs due to false alarms.
- Advisory and remote support.
- Improved information on current status or incident.



## **Expert Advice, Reporting and Planning**

Coromatic will provide expert assessments and recommend future service activities based on our understanding and analysis of common errors and identified patterns. Operation center offers data analysis and reporting with three timeframes: monthly, quarterly, and yearly. The reports are designed to detect and highlight operational insights. The purpose is to avoid repeated incidents and provide qualitative suggestions for improvements in the infrastructure. Trends and diagnostics are collected and reported continuously, enabling capacity management, optimization, and risk management, thus facilitating suggestions for efficiency and energy improvements.

- Expert assessments will be made remotely to visualize future service activities needed.
- Improved capacity planning based on data analysis and high competence.
- Benchmarking of KPIs, Best Practices and industry standards.

FEATURE	BENEFIT
Performance Improvement	Cost and risk reduction to meet goals of efficiency through expert assessments and proactive monitoring that prioritizes response and resolution for incidents.
Proactive Risk Management	Proactive approach to minimize downtime and discover risks in present infrastructure early through a full lifecycle view.
Maximize ROI	The Operation Center provides guidance for future management, improvement and utilization through analysis of present state and historical trends.
Quality Assurance	Increased availability and improved quality through controlled processes, data-driven analysis, high competence level, and experience.
Transparent View -Service health dashboard	Easy access to status of your facility and vital information regarding your critical infrastructure equipment through a transparent and easy-to-understand view of the infrastructure health.
Real-time data	Key performance indicators for capacity and efficiency can be followed in real-time.
Trends and diagnostics	Trends and diagnostics reporting on a set of KPIs.
Intelligent alarm management	Minimize unnecessary call-outs due to false alarms with improved information on current status or incident.
Perform proactive actions	Information insights of the business-critical infrastructure will contribute to performing proactive actions.
Alert notifications	Immediate notification of alarms in the Operation Center dashboard.
Service Health	Current status of the alert and details about service disruption and outages.
Incident tracking	Incidents are automatically created and tracked, thus providing you with instant and easy access to live incident status and incident history.
Multi-vendor equipment	Manages a wide range of equipment and removes the need for multiple monitoring platforms.
Expert advice	Expert assessments are made remotely to visualize future service activities needed.
Improved capacity planning	Improved capacity planning based on data analysis, interpretation of data trends and abnormalities combined with Coromatic's internal expertise.
Benchmark	Benchmarking of KPIs, Best Practices and industry standards.
Reporting and planning	Trends and diagnostics are collected and reported continuously, enabling capacity management, optimization, and risk management, thus facilitating suggestions for efficiency and energy improvements.

Profits:

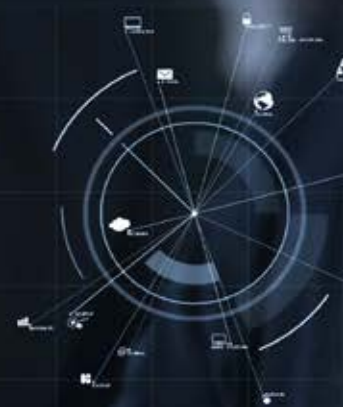
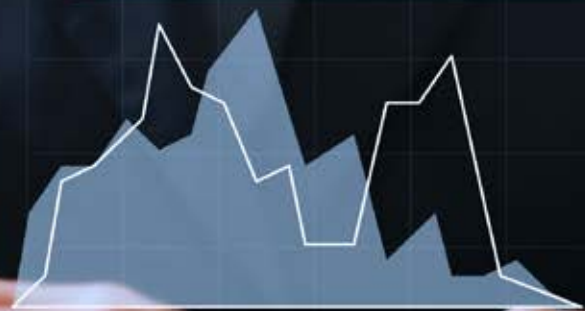


Evolution:



Actual vs Target

## ANALYTICS DASHBOARD



## Our Team

**The Operation Center expert team** plays an important role in providing customers with business continuity and the best service possible. We have a deep knowledge of mission-critical infrastructure and related services.

The team closely aligns with the services organization to offer a fast resolution and provides a valuable customer feedback channel. Feedback from customers provides input to the planning, development, and operations processes.

Customers Satisfaction





# How you can benefit

## **Performance Improvement**

Cost and risk reduction to meet goals for efficiency through competent and proactive monitoring that prioritizes response and resolution for incidents.

## **Proactive Risk Management**

Proactive approach to minimize downtime and discover risks in present infrastructure early through a full lifecycle view.

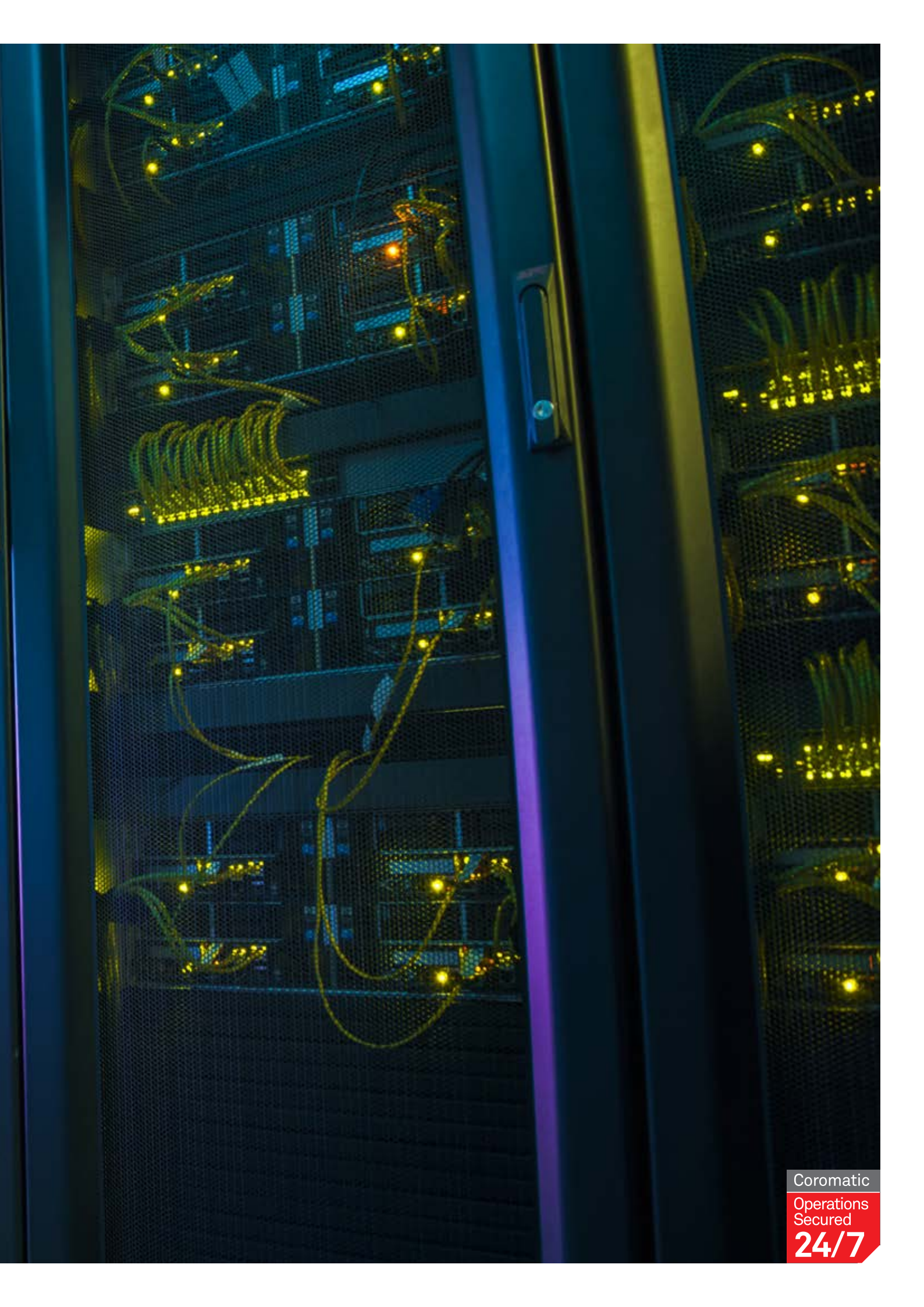
## **Maximize ROI**

The Operation Center provides guidance for future management, improvement and utilization through analysis of present state and historical trends.

## **Quality Assurance**

Increased availability of resources through controlled processes and quality improvements based on data, high competence level and experience.





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Find more information on **coromatic.com**

**700**  
employees

Number  
**1**  
in the Nordics

Delivery  
to more than  
**50%**  
of the largest Nordic  
corporations

More than  
**1,000**  
critical facilities  
projects delivered

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Coromatic secure availability of power and data communications for mission- critical functions. We are here 24/7 for our customers to ensure high availability and productivity in facilities, to save lives by securing operations without disruptions and to protect the environment by optimizing energy consumption.

