



Cloud Analytics & Monitored Remote Care Services

As an operator of world class facilities, you know that it takes a lot of effort to make your buildings operate seamlessly. With Platformatics' Cloud Analytics and Monitored Remote Care Services it's now possible to easily collect important building telemetry and environmental condition information. The Platformatics architecture enables operators to add a variety of sensors wherever insight is required. Simply attach a sensor hub to any Platformatics light node. Within minutes of connecting a CO, CO₂, relative humidity or other sensor, the system begins to collect data. After assigning the sensor to a zone, the system will automatically and securely upload data to the Cloud Analytics tool. Performance is analyzed in real-time and data trends can begin to appear in minutes.

When attached to the Platformatics Cloud Analytics service, sensor data is securely collected, time-stamped and stored for future analysis. The Platformatics Remote Care system leverages numerous real-time applications that monitor system health. When an anomaly is detected, alerts are sent to the appropriate customer representative and Platformatics Tier I response team.

Platformatics offers two services, the Cloud Analytics System and Monitored Remote Care service (MRCS). Both leverage the Platformatics' Cloud Analytics data acquisition and storage system.

Cloud Analytics Features & Benefits

The Platformatics Cloud Analytics system stores system configuration and run-time data in a large time-series database. The database stores sensor data (motion, light level etc) in one minute intervals. This time-series data is analyzed by a variety of algorithms used to create reports that show system health and trends.

24/7 Web Monitoring	Customers can examine system information 24/7 via a secure login
System Monitoring	The Cloud Analytics System can monitor all levels of system health—from Light fixture and node to switch and server functions.
Active Device Monitoring	Every light and attached sensor is actively monitored. When a device is removed, or fails, the system can notify administrators of the problem. This feature assures operators that the lights are working properly.
Building Performance Information	The Cloud Analytics system contains numerous pre-configured graphs that capture system running configuration information and show performance and health trends over time.
Custom Dashboards	Users are provided with tools to create custom dashboards to meet their unique needs. This is especially helpful when looking for trend information from a variety of sensor inputs.
Real Time Data Collection	Provides real time data from any connected luminaire or sensor. System data is collected, time-stamped and stored in a robust and secure time series database. Data is backed up by our Tier I hosting service—this ensures fast record restoration in case of a disaster.
Data API	The Cloud Analytics Service comes with a data export API license. The data export API enables customers to export their data to the database and analytics tools of their choice.
Customizable System Alerting	The Cloud Analytics system enables customers to customize event alerts based on Service Levels and preference. Alerts may be sent as emails or text messages.
Failure Severity	Failures are classified by severity. For example, a service outage of a single light or high temperature alarm may be low. A failed Ethernet switch is service affecting and is classified as a higher priority event. See the Cloud Analytics Services Guide for more information.
System Health Reporting	Example of some system generated alerts: CPU load high, Disk space load, ELN-test, login failed, memory load high, node missing, node PoE grant low,

	node temp high, node temp low, node-error, node-reset, PAC Backend missing, PAC Frontend missing, PAC playlist scheduler missing, Pac-services-restarted, switch-overuse, temp high, temp low, missing node/light
Support for 5 PACs	The cloud service aggregates data from up to 5 PACs per license. Add licenses to scale up to meet enterprise requirements.

Monitored Remote Care Service (MRCS) Features & Benefits

Systems Monitored by Engineering Services Tech	The Cloud Analytics System is monitored by an experienced Platformatics Engineering Services technician. The tech provides system oversight and begins to troubleshoot in the event of a Severity I or II alarm. They work proactively with the customer's SI to restore service.
Active Device Monitoring	Every light and attached sensor is actively monitored. When a device is removed, or fails, the system can notify administrators of the problem. This feature assures operators that the lights are working properly.
PAC Configuration Backup Service (Day 1)	PAC running configurations are stored in a secure data center to ensure rapid recommissioning in the event of a server failure.
Emergency Light Compliance Testing	The Platformatics Engineering Services team will assist the customer in setting up their monthly/annual emergency light compliance tests
Annual Health Exam	Platformatics will provide an annual system inspection and recommend code/configuration changes to keep the system running in an optimal way
Cloud Analytics API access	The Managed Remote Care Service includes a license for the PAC API and documentation. This API is used for integration with 3 rd party applications and tools including 3 rd party BMS systems.
Alert Options	Customers can receive an email or text message about outages based on their preferences and outage severity. This ensures customers only get the information they want in a communication format that works best for their busy routines.
Failure Severity	Failures are classified by severity. For example, a service outage of a single light or high temperature alarm of 5 degrees could be a lower priority whereas, a failed Ethernet switch is service affecting and is classified as a higher priority event.
Extended Product Warranty	The Platformatics hardware/software warranty is extended up to 5 years with a continuous MRCS contract.

Product IDs and Descriptions

Cloud Analytics Service (CAS) 1 YR	POE-CAS-1YR
Data Export API (read-only) license	POE-CAS-DE-API
PAC API (read-write) license	POE-PAC-API

PAC API Development Support	Contact Platformatics for a dev engineering support contract
Monitored Remote Care Service 1 YR	POE-MRCS-1YR

Our Mission *We create beautiful environments through intelligent applications.*