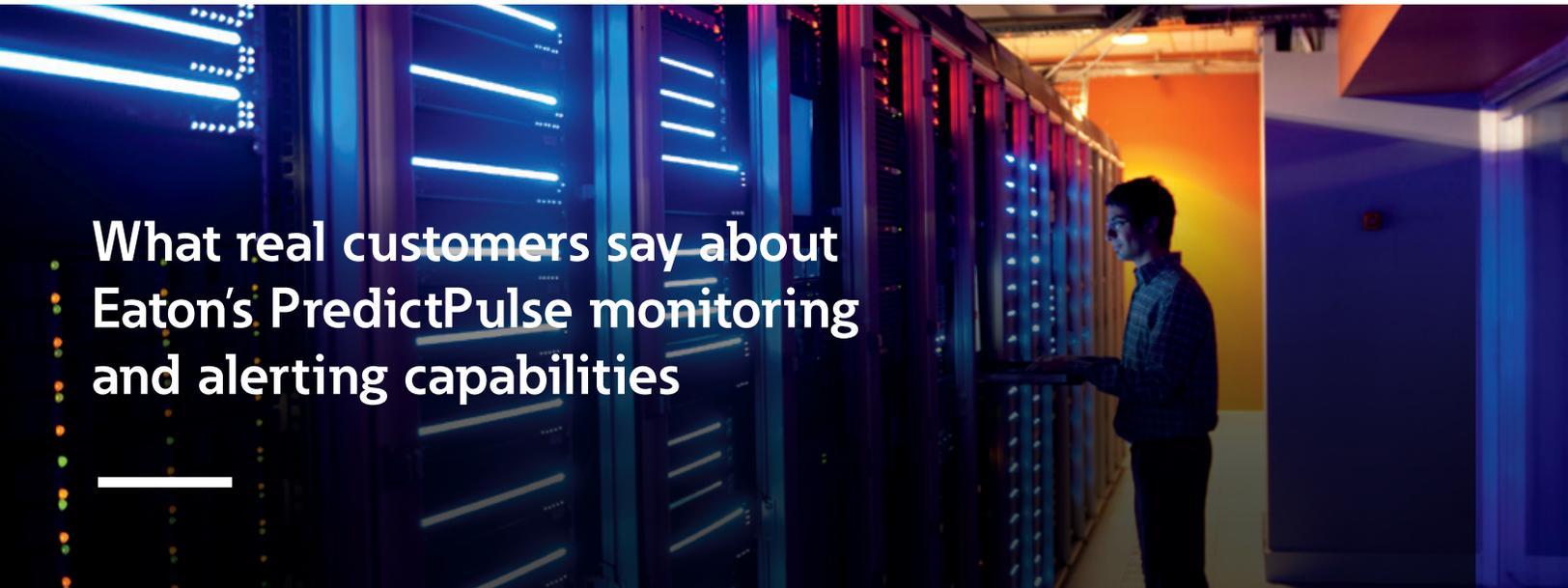




Powering Business Worldwide



What real customers say about Eaton's PredictPulse monitoring and alerting capabilities

IT Central Station collects unbiased feedback from users that help tech professionals make educated enterprise buying decisions. Over the past two years, IT Central Station has gathered [reviews for Eaton's PredictPulse](#) UPS remote monitoring service to find out what customers had to say.

In their reviews, IT Central Station users highlight the intangible and monetary value they find in PredictPulse. It enables them to stay on top of complex power components and avoid catastrophic data center downtime. See for yourself what real customers have to say about PredictPulse.



Kyla Trahan
System Engineer at a government with 51-200 employees



REVIEW 1:



We are a public safety, 911 center, so Eaton was selected for two reasons: its reliability and ability to go into power save mode. The alerting and Event Viewer are the most valuable features. We have to maintain certain records for fire insurance ratings and Event Viewer helps with that. The alarm notification calls have helped us feel more secure.

Should there be a very catastrophic situation, then we get an email that says, "I'm sorry, but I'm running on UPS." This means we need to figure out why the generator didn't kick on and transfer to our emergency generator number three by using a manual transfer switch ASAP.

The solution has saved us time and increased productivity by allowing us to focus on other tasks. We don't have to do a thing for this solution, other than schedule our preventative maintenance annually, e.g., we're scheduling the capacitors and batteries right now. We had some scheduling issues last year because it was hurricane season as well as all the problems with changing out the cards, but they did all the work for that.



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Van Stewart
Automation Engineer
at a pharma/biotech company
with 10,001+ employee



REVIEW 2:

PredictPulse has probably saved us six figures several times. That’s my opinion, because it allows us to fix issues before they bite us. If there wasn’t a return on investment, I would be telling them, “Hey, let’s get rid of this junk. It ain’t worth it.” But, I think it is worth it. Having a technician look at it once a year and advise the capacitors that were bad by saying, “Here they are. They’re bad.” Anybody can tell they’re bad when he points it out. Look at them swelling. That prevented the plant from going down. That was only one unit, but it would have been six figures if it flipped even for a fraction of a second.

The solution has helped proactively mitigate risk of issues, such as, thermal events, because they put temperature probes in all the UPS units. I get these all the time, and UPSs do not like extreme heat and neither does my other equipment that is in those rooms. So this helps me monitor the whole room. It isn’t the UPS’s fault that the AC went out, but it allows me to see that and notify people. People go to some of these rooms about once a month. You don’t want your room at 100-plus degrees for over a month before somebody realizes it. So, it helps mitigate UPS and other issues.



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Winston Dixon
Manager at LA Metro



REVIEW 3:

PredictPulse reduces the manpower needed to do maintenance because the technical data presented in the reports save precious time. We can do less maintenance, from every three months to every six months. So we’re saving on critical manpower resources by the monitoring of the unit.

It will save me money on manpower needed for maintenance, as we will be able to maintain these units with a smaller staff because of the PredictPulse data reporting feature. We will be saving significant amount of hours, cumulatively over time, because we won’t have to travel to the sites. The PredictPulse software will be reporting the status of the units back to us, remotely.

We’re a 24/7 operation and my staff does maintenance 24/7. Anytime a unit is taken offline for maintenance, I’m notified, anytime of the day and any day of the week. PredictPulse notifies me remotely what’s happening. That gives me proof and demonstrates that I can have confidence in knowing that this critical piece of equipment is always available for its purpose and critical use.

The most valuable feature is the instant notification, remotely via email, of any change in the status of the UPS, which is important. The UPS’s provide critical control functions, such as emergency lighting and operation of emergency communications for passengers, and operation of critical radio systems which are needed for communication between Metro and the local Sheriff department.



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C. Metzger
Field Service Technician
at a healthcare company
with 10,001+ employees



REVIEW 4:

PredictPulse’s 24/7 remote monitoring has helped to alleviate stress. Whenever we’ve had downtime for the hospital itself, we’ve been able to run reports and send them. Because I have email on my phone, I get the reports there and I can send them to the chief of nursing for the hospital or to the CEO. And they can see if at least the CT is doing okay, and that there’s no damage to the CT unit. That has been a relief.

PredictPulse has saved us money by the CT unit being up and accessible for ER and for med/surge. Even if we’ve had an outage, they have at least been able to continue to run CTs. The downtime doesn’t usually last more than a day or two, at most. If we were to run eight or nine CTs in a day at \$800 per CT, those are the kinds of savings we’re talking about for a given incident. We’ve had three or four such incidents in a year. It has also definitely saved time, helping us know that things are up and running and that there is no issue with the CT itself.



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Ray Parpart
Director of Data Center
Strategy & Operations
at University of Chicago



REVIEW 5:

The one-sentence summary of the value of the Eaton is that I sleep well at night. PredictPulse, in my opinion, is valuable. Where PredictPulse is valuable is that it’s looking across 10,000 units and says, “Hey, you know what? We’re seeing this component failure,” or “Based on this information, we think you should probably fix your caps or change your fans.” Or, “We’ve got a firmware update and we’ve seen problems. We’re putting a fix on our firmware. Next time we’re out we’ll put this in.” That’s where it’s valuable. I just think it’s too expensive. Most of my units are monitored by PredictPulse, but I’m not paying for it. The minute they try to charge me for it, I say, “All right, shut it off, I’m good.” So they’re still collecting the data and my engineers still tell me about it, but I refuse to pay the high price. Having said that, we do automated page-outs. That means that if there’s an issue with the unit, I need the unit to tell me what’s wrong. And that’s where PredictPulse comes in. When a unit throws an alarm, I want it to throw it to Eaton so that Eaton says, “Hey, I saw you got an alarm last night, we should come out and fix that.” That’s where the value of PredictPulse comes in: Eaton gets the alarms. I get the alarms as well. I want to know what’s going on in my environment. I’m one of the oddballs. The more I know, the better I can predict and deal with my users.



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