Protect your investment with Eaton Foreseer Customer Care

Keep your system optimized to avoid unplanned downtime

Eaton's Foreseer® electrical power monitoring system (EPMS) is an essential tool, providing you with visibility to your critical infrastructure and allowing you to quickly respond when issues arise. Eaton's Foreseer Customer Care program connects you to a highly trained team to provide remote and on-site support and training to keep Foreseer and users operating at peak performance. Foreseer Customer Care includes support for all Foreseer modules, including Foreseer Reporting Services (FRS), WebView Editor, Maintenance Manager and Data Acquisition Engine (DAE).

Just as Eaton's Foreseer offering has been tailored to your facility, the Foreseer Customer Care program can be personalized to ensure it meets all of your support and training needs.

Let Foreseer Customer Care professionals maintain your system, so you can focus on what you do best

Typical on-site support activities (optional):

- General preventive maintenance and hardware inspection
- Communication checks of monitored equipment
- Driver updates
- System log files and database inspections
- Software patches and updates
- Review system reports

- Obtain system backups and system reports for archive records
- Hands-on refresher training
- Provide system status report to customer representative
- User-specified tasks (message management entry, alarm threshold setup, minor graphic changes, etc.)

F·A·T·N

Powering Business Worldwide

Eaton's Foreseer software package includes a one-year warranty as standard, which protects against installation errors and defects. Foreseer Customer Care maximizes your EPMS reliability and uptime while also ensuring your employees are well trained on all of Foreseer's features and capabilities.

You decide, we deliver

Foreseer Customer Care coverage tailored to your specific needs.

		Basic support	Comprehensive support	Executive support
Software support	Support contract term	1 year	3 year (multi-year discount)	5 year (multi-year discount)
	Direct phone support	5x8	7x24	7x24
	Software assistance	■	■	■
	Quarterly newsletter	■	■	■
Emergency response	Priority on-site emergency response	■	■	■
	Service ticket top prioritization	—	■	■
	Free Foreseer hardware replacement ❶	—	■	■
Cybersecurity	10% discount on cybersecurity services	■	■	■
	Software updates	■	■	■
	Firmware updates	—	▲	▲
Training and maintenance	90% software upgrade discount	■	■	■
	Live online training sessions	1 hr/month	1 hr/month	1 hr/month
	On-site support	—	2 visits/year	4 visits/year
	Remote access support	—	▲	8 hr/year
	On-site training	—	—	▲

■ = included | ▲ = available   ❶ Coverage limited to hardware provided with Foreseer installation.
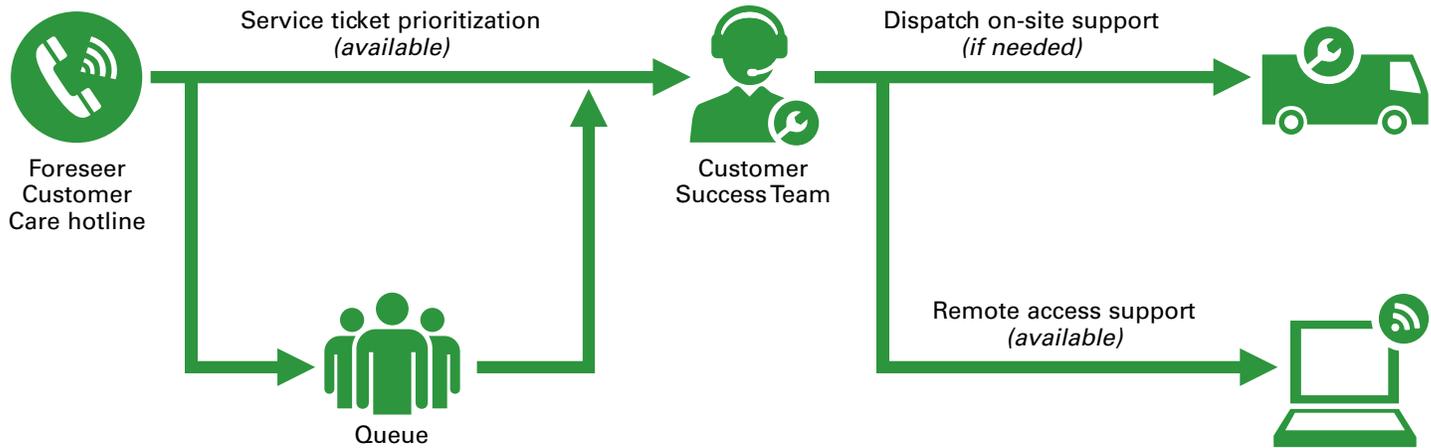
When you need help, we answer the call

Problems never seem to occur at convenient times, that's why we offer:

- **Service ticket prioritization**—to connect you to the Customer Success Team as fast as possible

- **Remote access support**—for problems that cannot wait for emergency on-site response

Maintain the full value of your Foreseer investment

Foreseer Customer Care ensures your staff is trained on all of Foreseer's features and capabilities through **Live Online** and optional **On-site Trainings**. Coupled with our optional **On-Site Support**, there is no better way to learn Foreseer than to train at your site, in your environment, with a Foreseer Customer Care professional at your side.

Foreseer Customer Care hotline → Service ticket prioritization *(available)* → Customer Success Team → Dispatch on-site support *(if needed)*

Queue

Remote access support *(available)*

Get started today by contacting:
ForeseerCustomerCare@Eaton.com,
or your local Eaton representative,
Eaton.com/Foreseer

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