



TMEiC
We drive industry

Proactive Digital Services

Monitoring, analysis, and support for
variable frequency drives.

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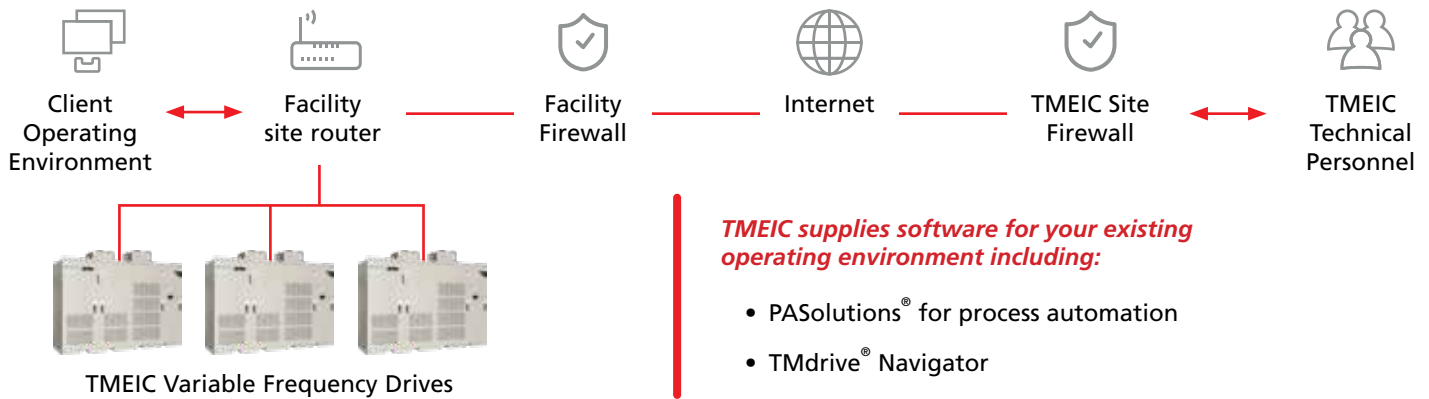
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Proactive Digital Services

Even the best systems can experience unplanned downtime. TMEIC is ready to take on these interruptions with Proactive Digital Services. This subscription-based service can significantly reduce mean-time-to-repair (MTTR) by keeping you informed when you need it most. Coupled with TMEIC's variable frequency drives, Proactive Digital Services offers:

- Data capture, storage and analysis
- E-mail notifications for fault detection and warnings
- Proactive maintenance routines
- Monthly expert-level engagement from a dedicated TMEIC service professional
- Lower operational risk and costs

Typical Site Set-up



Operation Scenario and Outcomes

Scenario – Variable Frequency Drive trips and a reset does not fix the fault.

	Detection	Analysis	Correction	Resolved
Without Proactive Digital Services	No guaranteed reaction time	Phone call to advise site how to access and collect data	Field service expert sent to site to find the fault	
With Proactive Digital Services	System sends an e-mail notification of VFD fault along with historical machine-generated data to service professional	Assist site to fix the fault	<div style="border: 2px solid red; padding: 5px; display: inline-block;"> Significant reduction in Mean Time to Repair (MTTR) </div>	

Notes:

- Computer or virtual machine hosting TMEIC supplied software shall be configured to be 24/7/365 connected and communicating with the VFDs internal to the plant. Data stays within the plant.
- Internet connection is not necessary for day-to-day data capture, analysis and notifications. External web access will be necessary for monthly remote expert service engagements by TMEIC service professional lasting around 1-1.5 hours per VFD. VFDs can continue operating during the brief engagement.



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