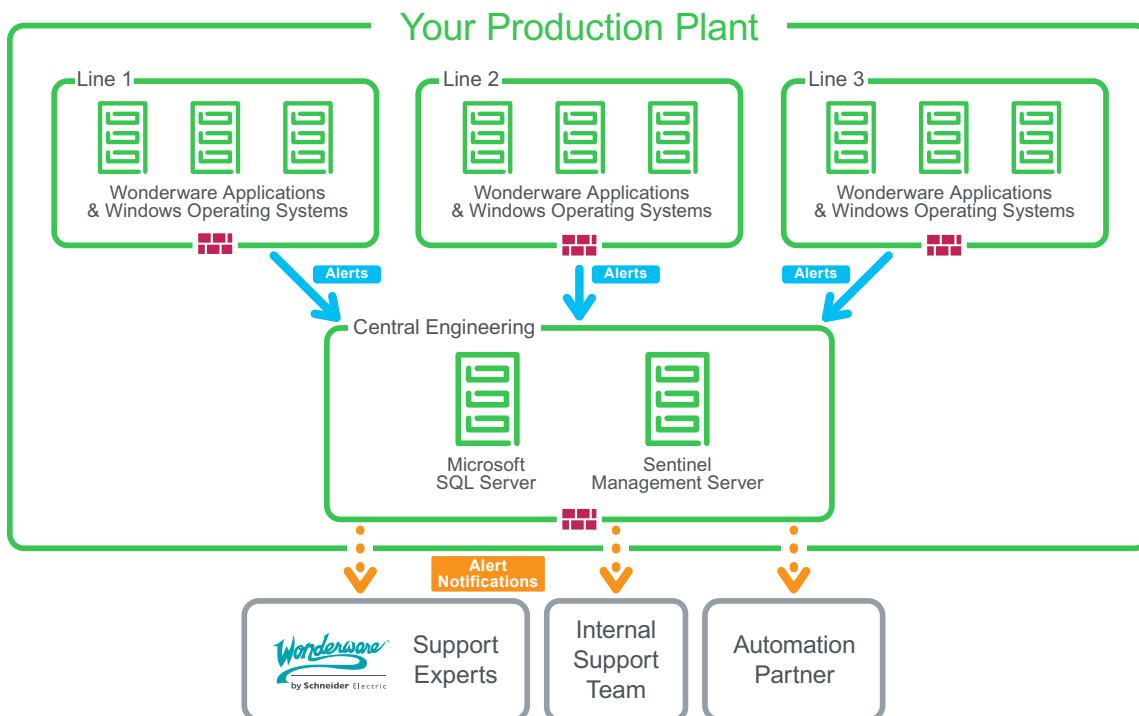


# Schneider Electric Sentinel

Real-time system monitoring to help your operations run smoothly

Schneider Electric Sentinel is a software application—installed at your plant—that continuously monitors your Wonderware applications and system hardware, identifies upset conditions and alerts you to potential issues before they manifest into real problems like software application errors or machine downtime events.

And optional professional system management services (in support of Sentinel) give you access to experts to install, configure and maintain Sentinel onsite for you; monitor your Wonderware solutions 24/7/365; and fine-tune your applications annually for peak performance.

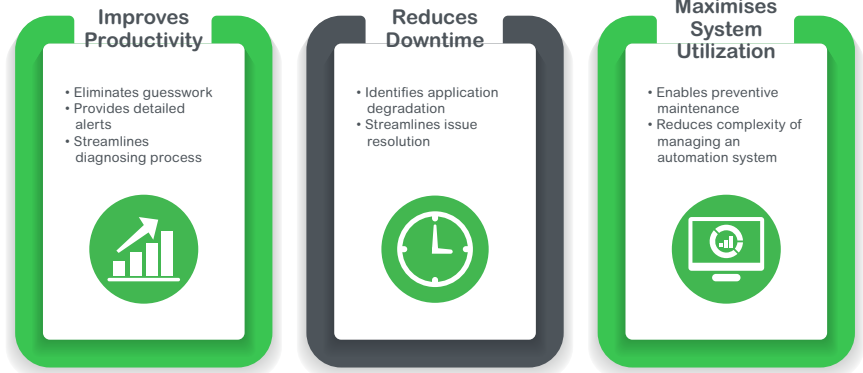


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## Schneider Electric Sentinel Benefits

- Maximize system availability and increase your production yield and revenue
  - Identify and address issues early, avoid adverse effects on operations
  - 24/7/365 monitoring and early notification of issues
  - Quicken resolution times with pinpoint error detection
- Better manage system resources to improve asset performance
  - Effectively manage your staff with automated system management
  - Reduce the volume of high priority issues
  - Streamline the diagnosis process with precise alert notification



## What does Sentinel Actually Monitor?

Below are some of the many attributes, messages and metrics monitored constantly:

- **System Platform (Platform & Engine):** Runtime Attributes like Scan Status, Redundancy/Failover, ArcestrA Event Log Error/Warnings, logged Script Issues
- **DI Objects:** Connections/Scan Status, DAServer Status, ArcestrA Event Log Error/Warnings
- **Historian:** Historian Services Status, Database Health, ArcestrA Event Log Errors/Warnings
- **ArcestrA:** ArcestrA Services Status, ArcestrA Event Log Errors/Warnings
- **MES:** MES Services Status, MES Database Performance, ArcestrA Event Log Errors/Warnings
- **SQL Server:** Internal Performance & Health per Microsoft SQL Server Management Pack
- **Hardware/Operating System:** CPU, Memory, Event Logs, Performance Counters



## Schneider Electric Sentinel – Tailored for You

Sentinel has been engineered to fit into your environment and give you proactive visibility into the problems you might experience with your Wonderware software. Schneider Electric Sentinel includes:

- **Intelligent Software Tools** – Monitor Wonderware software applications and system health for easy IT maintenance
- **Continuous Innovation** – The evolving solution helps you to respond to new alert conditions and environmental factors more quickly, and implement more effective corrective actions

# Schneider Electric Sentinel

Real-time system monitoring to help your operations run smoothly

## Optional Professional Services (In Support of Sentinel)

### Annual System Health Review - Baseline and improve your Wonderware application performance

Available as an optional purchase for Customer FIRST members, the Sentinel Annual Health Review service provides you with expert technical resources to review and baseline your current Wonderware application and the operating performance of your solution. Our engineers will install Sentinel to identify upset conditions, and will provide recommendations to improve the performance and get your system back to its intended operational state. Once installed and running, Sentinel can be used by your staff and will continuously monitor your system. Then, on an annual basis, the System Health Review can be contracted to fine tune your systems.

Proactively maintaining the health of your Wonderware application and system assets with Schneider Electric Software's Sentinel can help you keep your operations running smoothly.

Included Services and Components:

- **Installation and Configuration** – We assess and audit your Wonderware system performance and work with you to tune and stabilize your Wonderware application to a requisite baseline. Once complete, we then install and configure the Schneider Electric Sentinel application monitoring tool, so you or your designated partner can start to monitor your system performance.
- **Wonderware System Tuning** – To ensure optimal performance, an annual tune-up evaluates your Wonderware software applications and their respective platforms, helping you to adapt to changing operating and business conditions.
- **Schneider Electric Sentinel** – The system monitoring tool is included in the System Health Review. Your staff can continue to use Sentinel as long as you maintain your Customer FIRST agreement and elect the annual Health Check Review.

Reaching and maintaining peak performance of your automation system is a continuous process. Our System Health Review is designed to help you get the most out of your Wonderware applications and related systems, increasing your Return on Investment (ROI) and providing you with confidence in your plant operations.

### Monitoring Services for Sentinel - Get the Most from Your Wonderware Software All Year Long

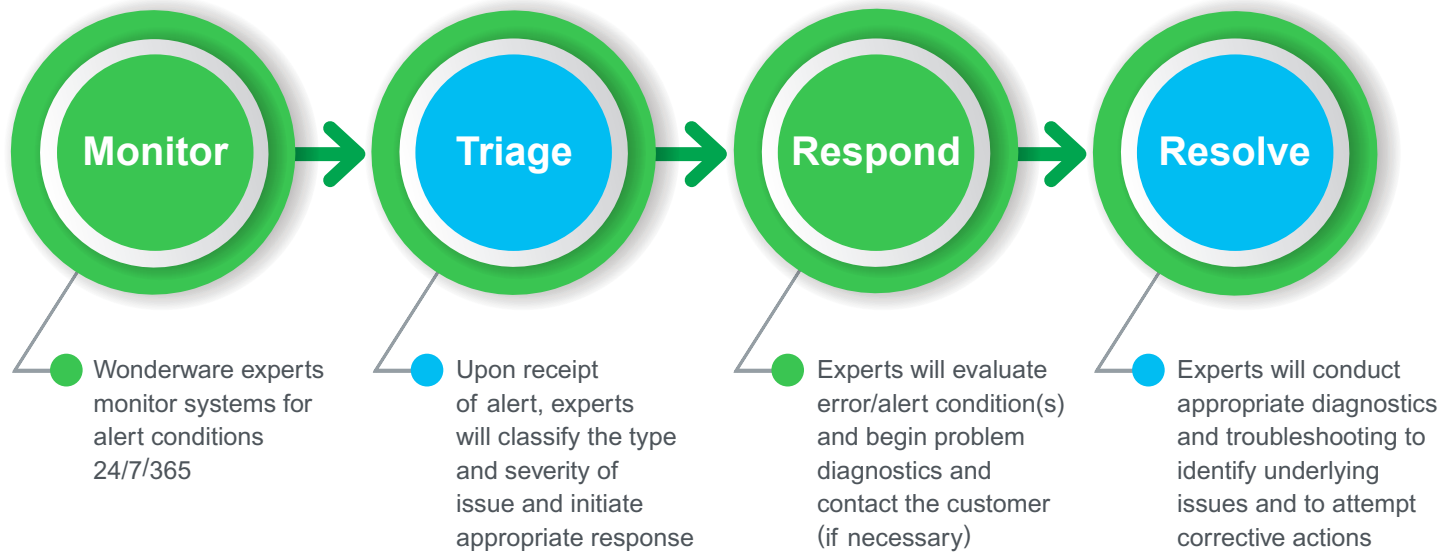
Also available as an optional purchase by Customer FIRST members, the Monitoring Services for Sentinel give you access to Wonderware experts to receive, evaluate and respond to your Sentinel alarms. Wonderware support professionals can triage alert notifications 24/7/365 and quickly respond to them and recommend corrective actions to resolution. Our response model is based on the alert handling process and escalation procedure as defined in conjunction with you, the customer.

With Monitoring Services for Sentinel, feedback is delivered to you via monthly system health status reports which include:

- Overall health status for the month
- Critical, major, medium and minor system issues and errors for the month
- Changes or corrections made to fix errors that occurred in the Wonderware environment
- Proposals for Wonderware system deviations to ensure the system conforms to best practice standards

# Schneider Electric Sentinel

Real-time system monitoring to help your operations run smoothly



## Sentinel Availability

Sentinel is available as an optional subscription for Standard and Premium-level members of the Customer FIRST Software Maintenance & Support program, and is an included benefit for Elite-level members.

Sentinel is also included with the purchase of Schneider Electric’s annual System Health Review, which can be purchased with your Customer FIRST agreement.

The Customer FIRST Program is the Schneider Electric portfolio of comprehensive technical support, software maintenance and professional services designed to help you be successful with your Schneider Electric solutions throughout the software lifecycle.

## How to Get Schneider Electric Sentinel and Related System Management Services

To learn more about Schneider Electric Sentinel contact your local Wonderware distributor or Schneider Electric sales representative.