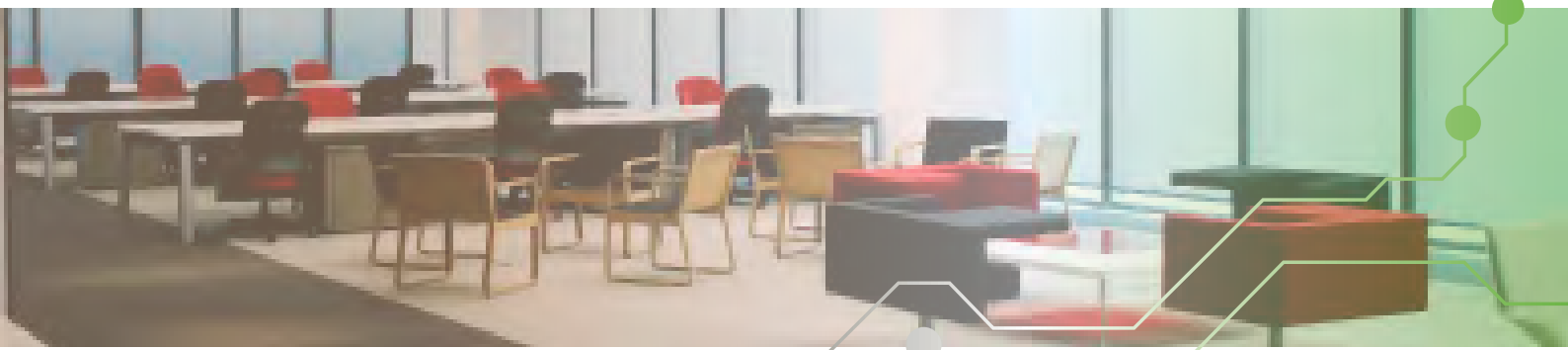


**SYSTEM MANAGEMENT
PROGRAMS**



OUR PROGRAMS & PACKAGES



IS YOUR SYSTEM WORKING AS EFFICIENTLY AS POSSIBLE?

We firmly believe that a smart building is smarter with a system management program in place.

Today's Facility Managers and Owners are seeking building solutions which not only provide basic maintenance but are pre-emptive and proactive in cost control and minimalising operational disruption.

As a result we've carefully designed a suite of service packages to allow Facility Managers and Owners the flexibility to choose the right level of support according to their needs.

Whichever package you choose to partner with mySmart, we will ensure you receive our guaranteed high level service and agreed time commitment.

mySmart. Building smart cities, one mySmart building at a time.



HEALTH CHECK PACKAGE

Our Health Check Package provides the first step in gaining a thorough understanding of your installation. Our comprehensive review includes the following checks:

- ✓ Visual inspection of system controllers to assess condition.
- ✓ Measure system network voltage levels.
- ✓ Data traffic analysis to determine network efficiency.
- ✓ Upload firmware data from system devices.
- ✓ Record system clock settings.
- ✓ Scan system hardware and upload configuration data.
- ✓ Determine age of equipment
- ✓ Update existing database files or create new if required.

- ✓ Record and save all retrieved configuration database files.
- ✓ Ensure any available system logs are operating and recording.
- ✓ Walk test selected areas on premises to determine system performance.
- ✓ Identify and review third party system integration gateways.

We provide you with an easy to understand diagnostic report which includes:

- Detailed analysis and explanation of the health check results.
- A comprehensive maintenance plan to assist with the long term management of the system outlining:
 - › Remedial actions required to resolve system issues affecting client experience.
 - › System alteration and upgrade recommendations to improve system efficiency and energy savings.
 - › System Management Program options to improve long term management and user experience.

THE MYSMART ADVANTAGE: GUARANTEED RESPONSE TIME VS NEXT AVAILABLE.

A well functioning building equals low operating costs, improved asset performance, reduced downtime and enhanced productivity.



SYSTEM MANAGEMENT PROGRAMS

Choose from a range of programs according to your needs, knowing we support all major systems.

Our range of programs have been designed to provide Facility Managers and Owners with peace of mind and continuity of building functionality for the duration of 12 months. If you require a more tailored approach don't hesitate to contact us with your specifications.

| ACTION | ESSENTIALS | ESSENTIALS PLUS | PREMIUM |
|--|------------------------|------------------------|-----------------------|
| System Health Check | Annual | Biannual | Biannual |
| Onsite system training (1 session up to 4 hours) | • | • | • |
| Update system firmware and software to latest builds, as necessary | • | • | • |
| Retrieve and analyse system logs, if available | • | • | • |
| Visually inspect Head End PC, update necessary drivers, backup logs and database files, run PC diagnostic test | • | • | • |
| Inspect and confirm operation of all interface gateways (i.e AV, BACnet, Modbus, PMS etc) | • | • | • |
| Secure storage of all system database files and documentation | • | • | • |
| Maintenance Report | • | • | • |
| Creation and management of system as built documentation | | • | • |
| Complimentary onsite visits for breakdown or modifications (for up to 4 hours onsite) | 1 | 2 | 4 |
| Guaranteed phone technical assistance during business hours. | Within 2 hours | Within 2 hours | Within 1 hour |
| Guaranteed onsite service response time | Within 3 business days | Within 2 business days | Within 1 business day |
| Replacement parts | Ordered in | Ordered in | On hand |
| Establish remote access connection | | | • |
| Weekly remote system diagnostic checks | | | • |
| Immediate notification of system problems identified in diagnostic check | | | • |
| Monthly email notification of diagnostic check report | | | • |
| Monthly remote backup of onsite system database | | | • |
| Remote client requested system changes (up to 8 hours) | | | • |
| Remote data logging of system traffic | | | • |
| Discount for 24 month contract (5%) | • | • | • |
| Discount for 36 month contract (10%) | • | • | • |



SMART BUILDING PROGRAMS

This program is specifically tailored for smart Building Facility Managers and Owners. It provides bespoke support for high end commercial facilities, with an emphasis on asset performance analytics, or as we like to call it 'sweating the asset'.

The program is based on a 24 month agreement, and depending on your requirements monthly reporting, analysis and recommendations can be based on the following:

POWER MONITORING

- Power quality
- Spikes identified
- Power factor correction operating correctly
- Phase failure
- Power factor correction failure
- Identify analogies
- Identify peak demand and how it can be minimised

ENVIRONMENTAL MONITORING

- Carbon monitoring
- Carbon output per person
- Carbon consumption per person (combination of electricity and gas)
- Identify solar usage and efficiency, if installed
- Ensure solar is sufficiently sized

BILLING ANALYTICS

- Consumption vs billing
- Confirm demand charges
- Check for correct tariff

ASSET ANALYTICS

- Day vs Month vs Year comparisons
- Site vs Site comparison
- Alarms and reports from monitored systems and devices
- Identify anomalies



mySmart

INTELLIGENT ENVIRONMENTS

mySmart is an Australian company at the forefront of creating intelligent environments across a wide range of markets, from smart buildings to smart agriculture. Our solutions are customer centric and incorporate innovative technologies and the latest sensor design and functionality.

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