



BULLETIN – 103

Leading Pump Company
Adds Value to Equipment
Rentals with AlarmAgent.com®

In industrial rental situations, both the vendor and the customer need the rental equipment to perform as expected. But even the most reliable equipment can experience issues during operation — especially in temporary setups. It isn't practical or cost-effective to hire a team of people to stand guard 24/7 in case of equipment failure. That's why one leading pump supplier offers the wireless AlarmAgent.com remote equipment monitoring and alarm notification solution as an add-on for every equipment rental. This solution continuously monitors applications and provides notification of any problems as they occur, allowing for immediate action.

This company had tried other equipment monitoring solutions in the past, but has now used AlarmAgent.com exclusively for several years, because of its reliability. It's a solution that saves significant time and money for the company and its customers, while providing reassurance for all involved.

The Peace of Mind Behind 2010's Most Significant Project

Most recently, the company rented 14 temporary bypass pumps, each fitted with an AlarmAgent.com RTU, for the Lake Oswego Interceptor Sewer (LOIS) project. The project objective was to replace a 50-year-old corroded and hazardous sewer line running through 405-acre Oswego Lake, and the pumps were used to handle effluent during construction of the new interceptor sewer. The Associated General Contractors of America named LOIS 2010's most significant project.

As the project began, all eyes were on Oswego Lake. The area serves as home to 700 residents and a mecca for the entire surrounding community. With an aggressive timeline and a price tag of about \$95 million, everything had to go smoothly.

"The last thing we want is a spill on this project, and so we've taken every precaution to ensure that won't happen," said Mark Weisensee of James W. Fowler Co., the project manager for the Lake Down phase of the project.

AlarmAgent.com provided the peace of mind the pump company, the project workers and the residents needed. Whenever water levels rose too high, fuel ran out or a



backup pump started up, the system notified the pump company to take prompt action.

Saving Time and Money for the Project

The ability to receive alarms and respond immediately helped LOIS stay on schedule and within budget. With AlarmAgent.com in place, workers were able to correct problems before they escalated. They avoided any potential pipeline backups, which could have resulted in sewage spills, EPA fines, angry residents and delays in project completion.

AlarmAgent.com was also a more affordable solution for the project team. Without it, they would have had to pay a team of people to monitor the pumps around the clock, in order to meet the project contract's mandate for 24/7 monitoring. AlarmAgent.com enabled the project managers to keep only one person — instead of 14 — on-site for monitoring purposes.

Loyalty and Fleet Management Benefits for the Equipment Rental Company

Since this pump company began offering AlarmAgent.com with its equipment rentals, it has gained new customers and improved customer loyalty. Prospects can easily see the benefits of avoiding risks by using AlarmAgent.com.

"AlarmAgent.com serves as our eyes and ears," said the field service supervisor for the pump company. "Its flawless performance gives us and our customers peace of mind."

CENTRALIZED RTU MANAGEMENT

The screenshot displays the AlarmAgent.com web interface. The top navigation bar includes links for HOME, PRODUCTS & SERVICES, NEWS & EVENTS, ABOUT US, SUPPORT CENTER, and CONTACT US. Below this, there are user roles (USER, ADMINISTRATOR (CSA)) and management options (MANAGE RTUs, MANAGE USERS, MANAGE FSAs, SWITCH COMPANY, SYSTEM WIDE SETTINGS, LOGOUT).

The main content area is titled 'Corporate' and features a tree view of equipment. A 'Switch Companies' button is visible below the tree. A callout box points to this area with the text: "Equipment suppliers can use AlarmAgent.com to manage their entire fleet on one screen."

The right side of the interface shows a detailed view for 'Pumps 01' under the 'MANAGE RTUS' section. It includes a 'Refresh' button and a table of RTU data:

NAME	ASSET TAG	FIRMWARE	SERVICE PLAN	TEMPLATE	DAYS TO EXPIRATION	SERIAL #	PCB SERIAL #	COMPANY ASSIGNMENT
RTU 1	1	V2.6	Standard for 1 year(s)	7	967	H01686	AC12406	Do Not Reassign
RTU 2	2	V2.6	Standard for 3 year(s)	7	967	H01443	AC12127	Do Not Reassign
RTU 3	3	V2.6	Standard for 1 year(s)	7	967	H01458	AC12181	Do Not Reassign
RTU 4	4	V2.6	Standard for 3 year(s)	7	967	H01459	AC12172	Pumps 01
RTU 5	5	V2.6	Standard for 3 year(s)	7	967	H01463	AC12185	Pumps 02
RTU 6	6	V2.6	Standard for 3 year(s)	7	967	H01487	AC12125	Pumps 03
RTU 7	7	V2.6	Standard for 3 year(s)	7	967	H01545	AC12234	Pumps 04
RTU 8	8	V2.6	Standard for 3 year(s)	7	967	H01496	AC12221	Pumps 05
RTU 9	9	V3.0	Standard for 1 year(s)	7	967	H01604	AC12326	Pumps 06
RTU 10	10	V3.0	Standard for 3 year(s)	7	967	H01621	AC12354	Pumps 07
RTU 11	11	V2.3	Standard for 3 year(s)	7	967	H00687	AC11439	Pumps 08
RTU 12	12	V2.6	Standard for 3 year(s)	7	967	H00842	AC11453	Pumps 09
RTU 13	13	V2.5	Standard for 3 year(s)	5	967	H01136	AC11850	Pumps 10

Below the table are buttons for 'Configure RTU', 'Save', and 'Reassign RTUs'. At the bottom, there is an 'RTU Import ID' field and an 'Import RTU' button.

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The pump company also benefits from AlarmAgent.com's fleet management capabilities. The company uses the system for centralized management of its entire rental fleet across multiple job sites and branches, making it easy to make decisions about the equipment. Because the system is wireless, the company can manage equipment wherever wireless coverage is available — across 98 percent of North America.

“AlarmAgent.com helps us manage our equipment better,” said the field service supervisor. “But more importantly, it gives us a significant competitive advantage. Our rental customers know they’re getting reliable equipment, along with a monitoring solution to make sure nothing interrupts the performance on the job. Our customers appreciate the value of that offering and continue to call on us because of it.”



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