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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 divided into two views:

- Corporate View:** Shows a tree structure of pumps (Pumps 01 to Pumps 26) under the 'Corporate' folder. A 'Switch Companies' button is visible at the bottom.
- Pumps 01 View:** Shows a 'MANAGE RTUS' table with columns: NAME, ASSET TAG, FIRMWARE, SERVICE PLAN, TEMPLATE, DAYS TO EXPIRATION, SERIAL #, PCB SERIAL #, and COMPANY ASSIGNMENT. The table lists 13 RTUs with their respective details. Below the table are buttons for 'Configure RTU', 'Save', and 'Reassign RTUs'. There is also an 'RTU Import ID' field with an 'Import RTU' button.

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Equipment suppliers can use AlarmAgent.com to manage their entire fleet on one screen.

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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