

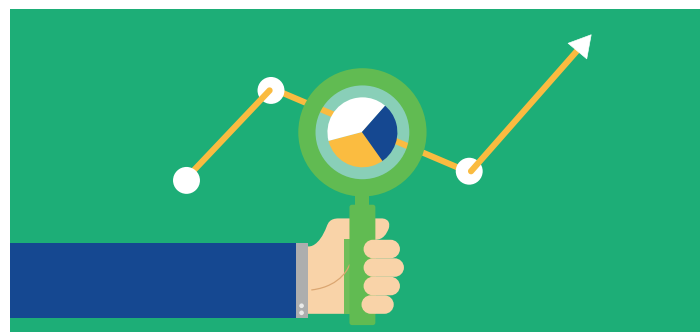
# ProAct™ Service Trial Program



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With ProAct Services, you can have access to the information and support you need any time you need it to optimize equipment, systems and facilities, utilize your team more productively, and improve business operations. Utilize our trial program and see how Emerson's ProAct Services can help your business.

## Trial Program Features



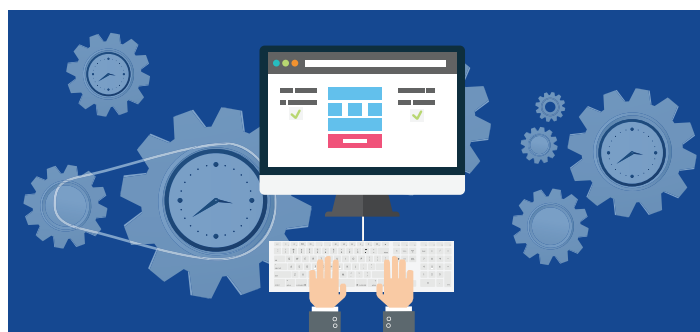
### Gain valuable insights into your store operations

Receive monthly e-mail reports containing key performance metrics, along with a personal consultation with an Emerson ProAct specialist. We will compare your expected performance with your actual results and offer tips on how you can bridge the gap.



### Secure connection

By using cellular connectivity, ProAct does not need to connect to your enterprise network to do its job. This means no need for IT support from your organization, and no risk of access to your critical POS data.



### Ease of installation

ProAct works with a wide variety of equipment and controls from most major manufacturers. If needed, technical support will be readily available for you.



### No extra charges

Facilities are connected with a supplied cellular modem and data service plan calculated to fully serve your typical data needs during the program – all included in the standard price. No extra charge for the cellular service, no long-term contract, and no separate cellular payments.

## What's Included in Your ProAct Trial

The most popular features of the ProAct Services program are contained in your trial program, including:



### Site Manager

The backbone of ProAct Services, this software application runs on Emerson servers to collect and analyze data, and consolidate reports. Site Manager provides enterprise-wide store control, web-based management, and full flexibility to adjust your global and local facility settings.



### Alarm Management

Receive, prioritize and analyze equipment and system alarms from connected devices. Safeguard food quality with temperature monitoring, extend fresh food value and life with environment control, make maintenance decisions remotely and more.



### Setpoint Management

Optimize savings by establishing and holding temperature setpoints in HVAC, and maintain fresh, safe food in refrigerated cases. Receive notifications when a setpoint change is made, and allows return to original settings with remote control.



### Food Quality Reporting

Standard food quality reports help you protect customers and your brand with improved food management while automating time-wasting and unreliable manual temperature logging.



### Configuration

Emerson sets up your system to your requirements, then turns over management to you. We're always there for help with problems, password resets, and other uncommon functions.



### ProAct Portal Access

Your authorized users can remotely access Site Manager and your services anytime. Check performance, identify problems, prioritize actions and access all your data through our portal.



### Standard Reporting

ProAct Services includes a wealth of standard reports. Access graphical reports, tables and downloadable data anytime through the ProAct Portal. For trial users, we also provide daily, weekly and monthly summaries by e-mail of important reports such as food quality, repeat alarms and alarm summaries, among others.



### Online and Live Assistance

While ProAct Service and software is used daily at more than 20,000 locations, you may still require assistance. Our online help is backed by live support through our ProAct Service Center.

Retail managers are seeing real results every day with ProAct Services – reducing costs, safeguarding food, protecting the environment, and delivering bottom line results to their companies. Our team of ProAct experts are trusted advisors, helping them protect the work they've done, delivering new insights for key decisions, and suggesting specific actions for better outcomes.

# Getting Started

Once you've enrolled in the trial program, here's an overview of how to get the ProAct Services up and running in your store.

1. Our project management team checks compatibility of controls and systems in your store with ProAct Services. In case of compatibility issues, we can recommend upgrades or replacements for optimal operation with ProAct. (1)
2. Receive your trial program hardware and installation instructions
3. After the communication hardware is installed, our ProAct Service Center team will verify connectivity.


If you need further technical assistance during installation, we can provide well-trained installers for your convenience. (2)

### Notes:

- (1) Additional or replacement equipment is not included in the Trial Program. Emerson can assist in providing such equipment through one of its proven suppliers, at an additional charge.
- (2) Communication hardware installation is not included in the Trial Program. Emerson can assist in providing installation through one of its proven suppliers, at an additional charge.



Ready to give ProAct Services a try?  
Get in touch with us through:

 Toll Free Number: 800-829-2724  
Direct Number: 678-631-1973

 [solutions.customerservice@emerson.com](mailto:solutions.customerservice@emerson.com)

## ProAct Services: Connectivity, software and services designed for you



Optimize your operations



Maintain conditions, assets and facilities



Sustain refrigerant and energy management



Care for fresh foods, consumers and brand