

Driving Resilience Through Managed Visibility

Customer Story : Transforming
Critical Infrastructure
Management Through
Customer Centric Operations

A service-led DCIM
model powered by
Schneider Electric
EcoStruxure™ IT Expert
delivers real-time visibility,
operational triage, and
proactive lifecycle
management across
mission-critical
infrastructure.

Advancing
Energy Tech



Transforming Mission-Critical Infrastructure Through Managed Operations

Organizations operating mission critical infrastructure face growing challenges in maintaining up time, compliance, and long-term resilience, often with limited internal resources and increasing complexity across IT and facilities environments.

To address these challenges, customers worked with Comtec Enterprises Limited, a UK based specialist in critical infrastructure, to implement a managed, data driven operational model powered by EcoStruxure™ IT Expert from Schneider Electric.

As an APC by Schneider Electric DCIM Master EcoXpert™ Leading Partner, Comtec applies its operational expertise to help customers design, deploy, and continuously manage their infrastructure transforming monitoring from a standalone tool into a service led model focused on resilience, governance, and life cycle management.

Key Operational Challenges

Across many sectors including healthcare, education, transport, government, and oil & gas, customers faced a consistent set of operational challenges:

1. Limited internal resources to manage infrastructure alerts and risks.
2. High levels of alert fatigue with little prioritization.
3. Preventable outages due to lack of proactive oversight.
4. Ageing infrastructure with constrained replacement budgets.
5. Complex, multi vendor environments without unified visibility.
6. No safe testing environments for upgrades or integrations.



Goal

Enable organizations operating mission-critical infrastructure to maintain uptime, compliance, and long-term resilience despite limited internal resources, increasing alert volumes, and complex multi-vendor environments by shifting from reactive monitoring to a service-led operational model.

Story

Organizations managing mission-critical infrastructure struggled with alert overload and fragmented visibility. Working with Schneider Electric and Master DCIM EcoXpert partner Comtec, customers adopted a service-led, data-driven operational model built on EcoStruxure™ IT Expert, turning infrastructure data into actionable insight, and confident decision-making.



Solution

Comtec delivered its Enterprise Secure Monitoring & Management (ESMM) framework powered by EcoStruxure™ IT Expert, transforming infrastructure monitoring into a fully managed, service-led operational model.

Results

- Alert noise significantly reduced, enabling faster and more confident decision-making
 - Improved uptime through predictive insights and proactive risk mitigation.
 - Greater transparency across IT and facilities, supporting governance and compliance
 - Lifecycle-driven planning reduced unplanned failures and optimized investment
 - Enabled a £3M infrastructure deployment by aligning stakeholders with shared, data-driven visibility
 - Subscription-based delivery model supported scalability and long-term resilience
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Working with Comtec and Schneider Electric, customers sought an approach that moved beyond traditional monitoring toward a scalable, as a service operational model, allowing internal teams to focus on strategic priorities rather than constant reactive response.

The Solution: ESMM Powered by EcoStruxure IT Expert

To address these challenges, customers adopted Comtec's Enterprise Secure Monitoring & Management (ESMM) framework, powered by EcoStruxure IT Expert.

At its core, EcoStruxure IT Expert delivers secure, real-time visibility across distributed environments. Comtec complements this with an operational service layer that ensures monitoring data is actively managed, analyzed, and acted upon transforming insight into resilience, governance, and life cycle control.

Introducing ESMM

"We don't deploy IT Expert and walk away. We operate it for our customers 24/7, that's where the value is."

Nick Claxson, CEO, Comtec

Enterprise Secure Monitoring & Management

ESMM VIEW



Infrastructure
Audit

ESMM



Remote
Infrastructure
Monitoring

ESMM CONTROL



Cloud-based
Monitoring,
Alerting, and
Management

ESMM ALERT



Guaranteed
Critical
Infrastructure
Notifications

ESMM MAINTAIN



Proactive
Care and
Fast Recovery

1.

Vendor Agnostic Managed Monitoring

Through ESMM, customers gain a consolidated operational view across power, cooling, server infrastructure, environmental monitoring, and security systems.

EcoStruxure IT Expert sits at the center of this architecture, enabling secure, multi tenant visibility across diverse, multi vendor environments simplifying operations and reducing tooling complexity for customer teams.

2.

Monitoring with Operational Triage

Instead of passing raw alerts directly to customers, Comtec provides an operational triage layer that includes:

- Event validation and prioritization
- Root cause analysis
- Intelligent, business impact led escalation
- Predictive insight to identify emerging risks

Customers receive only meaningful, actionable information significantly reducing alert fatigue, improving response times, and increasing confidence in operational decision making.



3.

Proactive Lifecycle Management

Using insights from EcoStruxure IT Expert, customers benefit from structured lifecycle oversight, including:

- Regular service reviews.
- Firmware and upgrade planning.
- Battery and hardware lifecycle forecasting.
- Capacity and resilience planning.

This enables customers to move from reactive maintenance to proactive, data driven infrastructure management supporting better budgeting, fewer failures, and longer asset life.

4.

ESMM LAB – Risk Free Testing

To further reduce operational risk, Comtec provides access to a controlled testing environment used to replicate customer infrastructure.

This allows upgrades and integrations to be validated before deployment into live environments minimizing the risk of unplanned downtime, particularly in mission critical operations.

5.

Integration Across IT, OT and Facilities

Leveraging its DCIM EcoXpert certification, Comtec integrates EcoStruxure™ IT Expert across IT, operational technology (OT), and facilities systems, providing customers with a unified operational view.

In one example, a pharmaceutical customer gained 24/7, real time visibility of critical medical refrigeration systems alongside IT infrastructure, improving compliance, monitoring continuity, and operational response through a single platform.

6.

Real-World Impact: Enabling a £3M Infrastructure Deployment

A major UK organization required closer alignment between IT and facilities teams to support a distributed infrastructure rollout.

Using EcoStruxure IT Expert within the ESMM framework delivered by Comtec, the organization achieved:

- End to end infrastructure visibility.
- Unified operational dashboards across teams.
- Lifecycle governance and risk transparency.
- A flexible, subscription-based delivery model.

This visibility and shared operational insight enabled stakeholders to align priorities and confidently approve a £3M infrastructure deployment, keeping the project on time and on budget.

"With the device data provided by Comtec we were able to demonstrate the impact across facilities and IT operations, therefore both departments were able to agree the cross-functional project and approve their workflows keeping the project on time and on budget. Without complete lifecycle oversight the project would not have progressed."

IT Director (Customer)

Business Outcomes

For Customers

- ✓ Reduced alert noise and improved prioritization .
- ✓ Increased uptime and fewer preventable failures.
- ✓ Data-driven decision-making for upgrades and replacements.
- ✓ Improved compliance and reporting capability.
- ✓ Risk-free testing prior to deployment changes.
- ✓ Unified visibility across IT, OT, and facilities infrastructure.

For Comtec

- ✓ Rapid onboarding of over 50 customers within the first year.
- ✓ Increased recurring revenue through subscription-based services.
- ✓ Stronger customer retention and long-term partnerships.
- ✓ Reduced engineering overhead through remote diagnostics..
- ✓ Scalable service delivery across multiple sectors .
- ✓ Increased adoption of EcoStruxure IT software within managed services.



Conclusion

By working with Comtec and Schneider Electric and adopting a managed operational model powered by EcoStruxure™ IT Expert, customers transformed how they manage mission critical infrastructure.

The combination of real time visibility, operational triage, and lifecycle governance enabled by Schneider Electric's EcoStruxure platform and operated by Comtec allows customers to move from reactive monitoring to proactive resilience, supporting uptime, compliance, and confident investment decisions across IT and facilities teams.

This case highlights how Schneider Electric and its Master DCIM EcoXpert partners, such as Comtec, can operate EcoStruxure IT Expert to deliver measurable customer outcomes ensuring critical infrastructure is not only monitored, but continuously managed, optimized, and secured.

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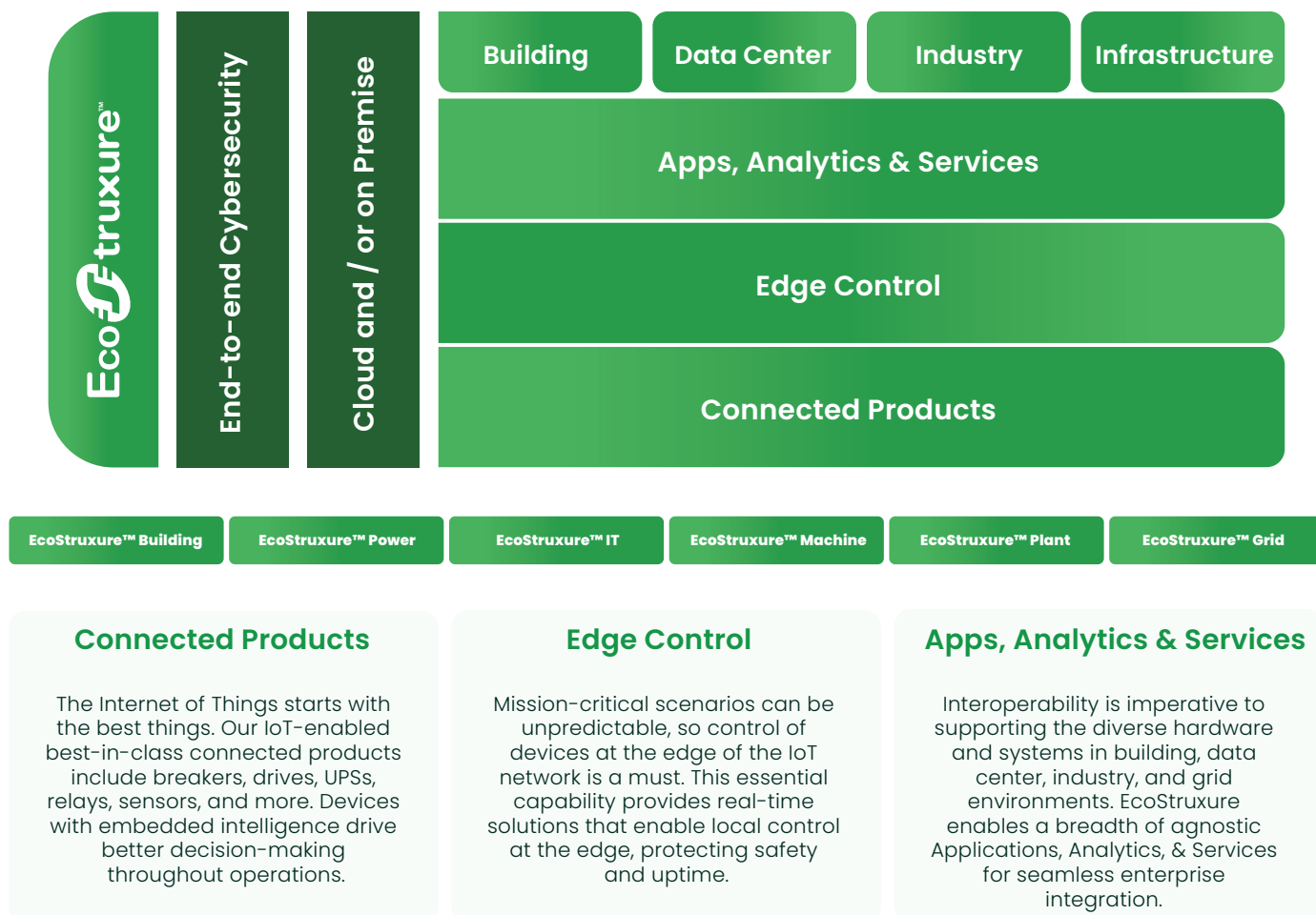
Innovation at every level

IoT-enabled solutions that drive operational and energy efficiency

IoT-enabled solutions that drive operational and energy efficiency

EcoStruxure is our open, interoperable, IoT-enabled system architecture and platform. EcoStruxure delivers enhanced value around safety, reliability, efficiency, sustainability, and connectivity for our customers. EcoStruxure leverages advancements in IoT, mobility, sensing, cloud, analytics, and cybersecurity to deliver Innovation at Every Level.

This includes Connected Products, Edge Control, and Apps, Analytics & Services which are supported by Customer Lifecycle Software. EcoStruxure has been deployed in almost 500,000 sites with the support of 20,000+ developers, 650,000 service providers and partners, 3,000 utilities and connects over 2 million assets under management.



Find out more about EcoStruxure

se.com/ecostruxure

Learn More



EcoStruxure IT Expert



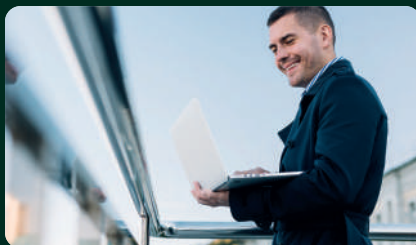
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EcoStruxure IT Solutions.



Do It Yourself: The power of
self-service DCIM license
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EcoStruxure™ IT solutions deliver
on vision: Reflecting on 2025 and
looking ahead to 2026.

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