Fat Spaniel
TECHNOLOGIES

FAT SPANIEL INSIGHT MANAGER™
A MULTI-SITE MANAGEMENT PORTAL

Get an overview of your system's health by checking on their status. A "Green" status means that your system's operation is normal. "Red" means there is a system performance issue.

Insight Manager for Improved Efficiency

When you sell a commercial or residential renewable energy system, you initiate a long-term relationship that can last for years. The support and maintenance contract for that system represents an ongoing revenue stream—and a risk. How can you meet the customer's expectations for uptime and performance? How will you know when the system experiences a problem or fails? How can you improve responsiveness without incurring additional support costs? Fat Spaniel Technologies can help you answer these questions with Insight Manager. This multi-site management portal enables you to see all of your managed sites at-a-glance, determine their current state of health, see aggregated production and greenhouse gas avoidance data, look at event logs and fault details, plus drill down for more detailed views of each site.

Instant Status of All Systems

Insight Manager maximizes system uptime and minimizes support costs. A Site List view offers support personnel a single, high-level view displaying the name, location, size, and current status of all their systems. A "green" icon indicates normal site operation, "yellow" indicates the system is running but needs attention , and "red" indicates a more serious performance issue. Support personnel can click on "red" sites to determine what the problem is and proactively respond—rather than waiting for an irate call from the customer.

Insight Manager provides users access to Simple or Detailed views of individual sites, the Event Log for management of faults and alerts, and Site Configuration for adding and editing site information.

Benefits

- Manage all your sites using a common site manager
- Gain quick access to simple or detailed Web views of each site
- Efficiently monitor system health and performance remotely
- Receive automated email notification when system faults occur
- Increase customer satisfaction
- Reduce support costs with fewer wasted truck rolls
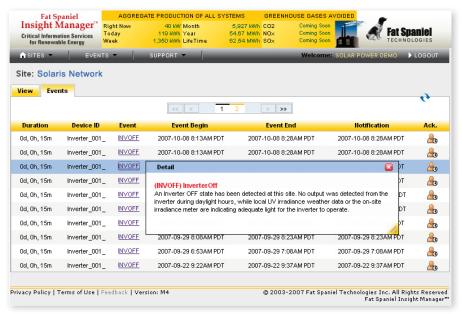- Increase site uptime and long-term energy output

System Status

- 🟢 Normal system operation
- 🟡 System is running but needs attention
- 🔴 System performance issue

For more information, please visit www.fatspaniel.com

Our sales specialists will also be glad to help you at sales@fatspaniel.com or call 1.408.279.5262

View alerts and events for each site using Insight Manager's Event Log.

Improving Uptime and Streamlining Support

The Fat Spaniel Insight Manager continually monitors system health and can notify personnel of performance issues through automatic alerts. The Event Log provides status, event/fault codes, and alerts on a per-site basis. Those responsible for maintaining sites have access to these alerts and fault event details, which can be viewed from any Web browser.

Event Management with Automatic Alert Notification

Insight Manager's Alert Engine automatically sends out an automatic notification via email whenever an alert threshold is reached. Notification can be assigned to one or more recipients, such as a maintenance subcontractor, installer, technician, or commercial facility manager. Alerts eliminate the need to manually check in to determine whether a system is functioning properly, thus reducing downtime, cutting support costs and improving customer satisfaction.

Customized Alerts for Increased Impact

Event Log enables support personnel to set or modify parameters for specific alerts and to designate the recipients of alert emails. The support staff's control over these parameters reduces the risk that alerts (or too many alerts) may be sent for conditions that are not serious enough to warrant immediate attention. This ensures that support resources are focused on the most serious issues that affect uptime and output.

Event Log for Tracking and Diagnosis

Insight Manager provides an Event Log that can be used to track and diagnose a problem, thus helping to resolve issues more quickly. Event Log offers a detailed view of events: description, device affected, duration, start and end times, and when the alert notification was sent. It also maintains a complete event list for the history of the system, which can be downloaded.

System Specifications:
- Active connection to the internet (minimum: 128 Kbps)
- Browser compatibility:
  • Microsoft Internet Explorer v6+
  • Netscape v8+
  • Mozilla Firefox v1.5+
  • Opera 9.10+
  • Safari 3.0

Hardward Compatibility:
- All Revenue-Grade products
- Inverters supported with direct monitoring:
  • Fronius
  • *Outback Power Systems
  • SatCon PowerGate
  • SMA
  • Solectria
  • Xantrex PV Series
  • Xantrex GT100, GT250
  • * Xantrex GT500
  • Xantrex GT2.5 - 5.0

- Inverters with extended Event / Fault Code Support:
  • Xantrex PVS
  • Xantrex GT100, GT250
  • * Xantrex GT500
  • *SatCon PowerGate

* Coming Soon

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