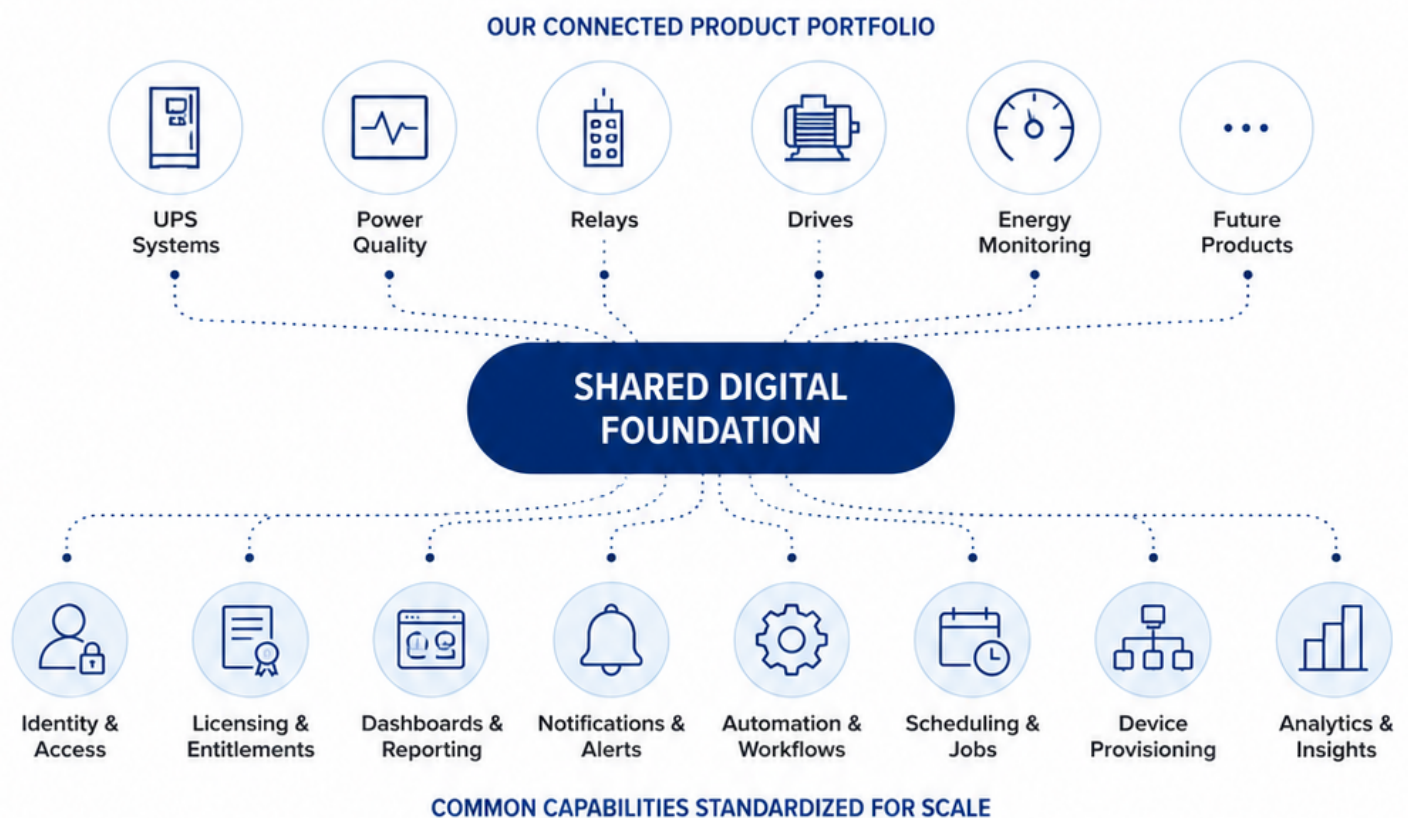


How A Global Power Management Manufacturer Built A Shared Digital Foundation Across Multiple Product Lines

As connected offerings expanded across UPS systems, drives, relays, power quality equipment and monitoring solutions, common digital capabilities were being recreated by multiple teams.

Leadership needed a more scalable approach.



EXECUTIVE INSIGHT

The challenge was not building one application.
The challenge was supporting many applications at scale.



INDUSTRY
Power Management



PRODUCTS
UPS, Drives, Relays & Power Systems



FOCUS
Shared Digital Foundation

The Challenge Extended Beyond Asset Monitoring Every Product Team Was Solving Similar Problems Independently

As connected offerings expanded across UPS systems, drives, relays and power quality solutions, multiple teams began implementing similar capabilities independently.

While each application addressed a specific business need, common capabilities were increasingly being recreated across programs.

CONNECTED PRODUCT APPLICATIONS



Identity & Access Management

Managing users, roles and permissions consistently across applications.



Notifications & Automation

Supporting proactive monitoring, alerts and operational workflows.



Multi-Tenant Customer Structure

Supporting OEM teams, distributors, service organizations and end customers.



Dashboard & Widget Framework

Providing configurable views without custom development for every use case.



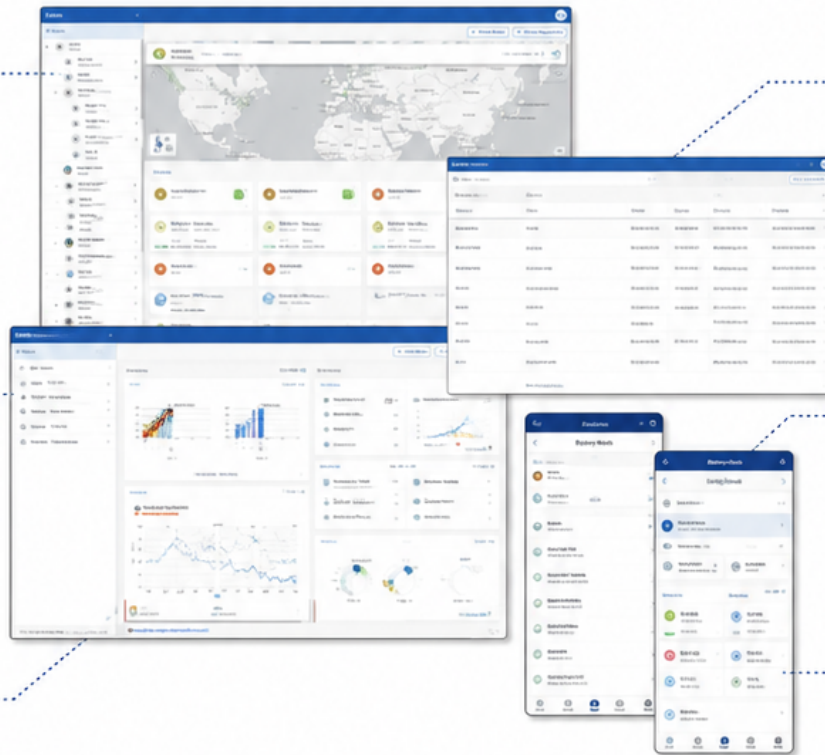
Licensing & Entitlements

Controlling access to features and services across customer environments.



Asset Monitoring & Diagnostics

Providing visibility across multiple asset classes and product families.



KEY OBSERVATION

Common capabilities were becoming strategic. Rebuilding them within every application was becoming increasingly difficult to sustain.

AREAS REQUIRING STANDARDIZATION



Identity



Licensing



Dashboards



Notifications



Automation



Asset Monitoring



INDUSTRY

Power Management



PRODUCTS

UPS, Drives, Relays & Power Systems



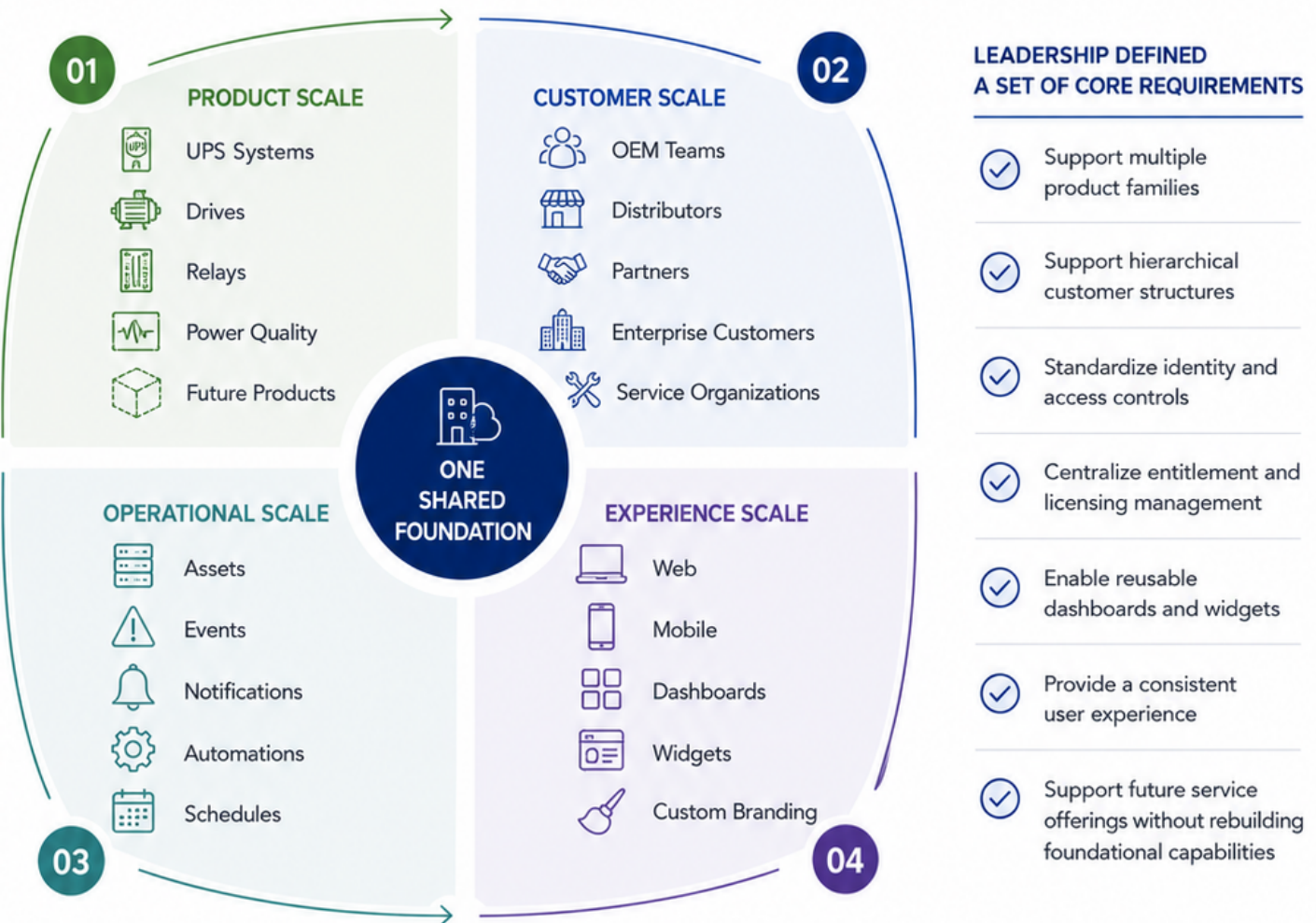
FOCUS

Capability Standardization

Scaling Digital Services Required More Than Asset Monitoring It Required A Common Operating Model

As product adoption increased, the challenge extended beyond monitoring assets.

The platform needed to support growing numbers of users, organizations, products, dashboards, licenses, notifications and future service offerings while maintaining a consistent experience across the portfolio.



EXECUTIVE INSIGHT

The challenge was not scaling assets.
The challenge was scaling products, customers, users and experiences simultaneously.



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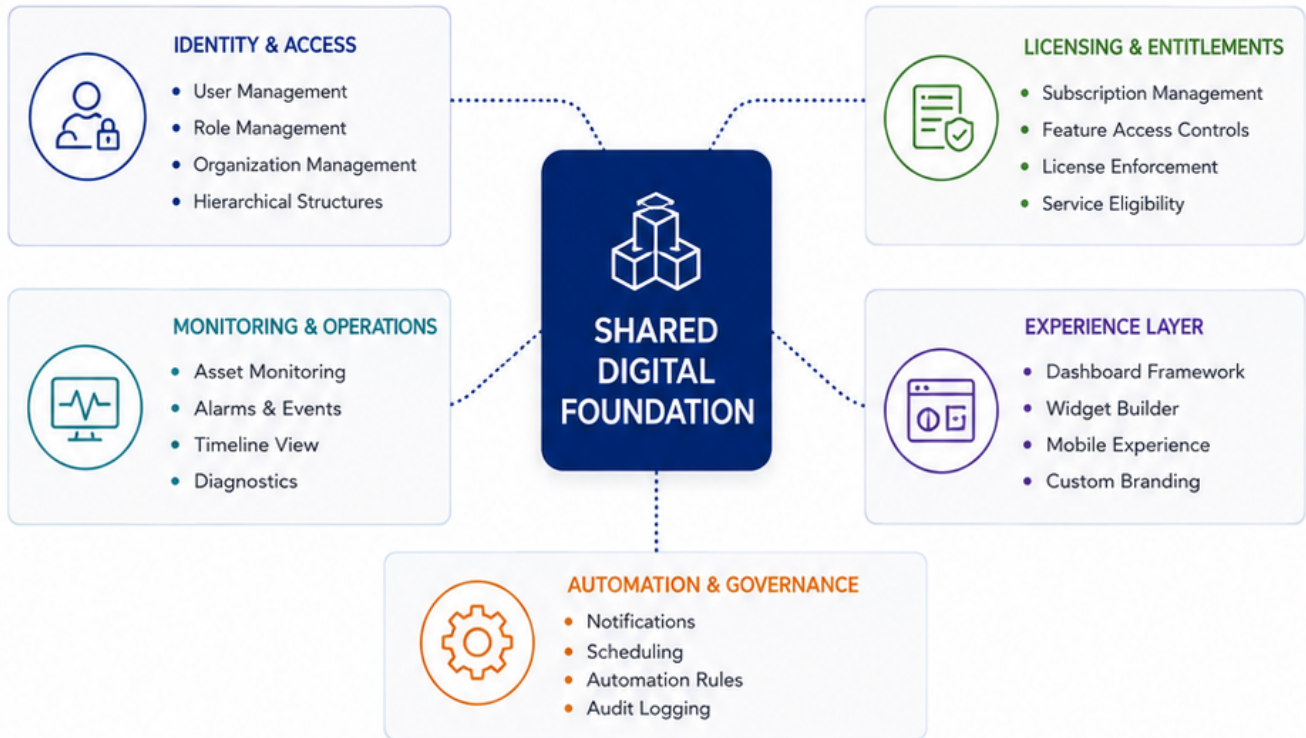
PRODUCTS
UPS, Drives, Relays & Power Systems



FOCUS
Scalable Operating Model

Building A Common Foundation For Identity, Access, Monitoring & Service Operations

Rather than implementing these capabilities independently across product teams, the organization established a shared foundation that could be reused across current and future applications.



PROGRAM MILESTONES



KEY OBSERVATION

Every new application inherited the same core capabilities. Product teams focused on business workflows rather than rebuilding foundational services.



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Shared Capability Framework

Outcomes Achieved Across Products, Customers & Service Operations

The shared foundation enabled product teams to focus on business functionality while leveraging common services for identity, licensing, monitoring, dashboarding and customer management.

01



Cross-Portfolio Asset Integration

Support UPS systems, relays, drives, power quality equipment and future connected products through a common operating model.

02



Accelerated New Application Delivery

Product teams leveraged shared platform capabilities rather than rebuilding common services.

3x Faster Delivery

03



Service Integration

Monitoring, diagnostics, notifications and operational workflows integrated into a consistent customer experience.

04



Multi-Tenant Customer Hierarchy

Support OEM teams, distributors, service partners and end customers through a hierarchical access model.

05



Centralized License Management

Feature access, subscriptions and service entitlements governed through a common framework.

06



Reusable Dashboard Framework

New dashboards, widgets and customer experiences created without redesigning foundational services.

07



Operational Governance

Audit logging, notifications, scheduling and automation standardized across applications.

08



Future Product Expansion

New connected offerings could leverage existing capabilities rather than creating independent foundations.



Multi-Product
Portfolio Support



4M+
Records Managed



99.99%
Availability Target



3X
Faster Delivery



EXECUTIVE OBSERVATION

The platform evolved from a product-specific monitoring solution into a reusable foundation supporting multiple products, customers and service offerings.

Key Learnings & Strategic Takeaways

The journey from siloed applications to a shared digital foundation provided critical lessons that continue to guide the organization's digital strategy.



01

Invest In A Shared Foundation Early

Building common capabilities upfront avoids duplication, reduces technical debt, and accelerates long-term digital growth.



02

Design For Scale Across Multiple Dimensions

True scale requires supporting multiple products, customer hierarchies, operational workflows and user experiences simultaneously.



03

Standardize To Enable Reuse

Standardized services for identity, licensing, monitoring and dashboards allow teams to focus on business workflows, not rebuilding the basics.



04

Governance Drives Trust & Adoption

Consistent access controls, entitlements, audit logging and operational governance build trust across customers and internal teams.



05

Data & Integration Create Long-Term Value

A unified data ecosystem enables better insights, smarter operations and stronger customer outcomes across the portfolio.



06

Build For The Future, Not Just Today

A flexible platform foundation ensures the ability to onboard new products, services and business models without starting from scratch.



FINAL
TAKEAWAY

A shared foundation is more than technology.
It is the operating model that enables scalable growth, consistent experiences and long-term business value.