



To ensure that an incident does not lead to damage.

Monitored 24/7, filtered and resolved without an on-site call-out.



Reduce alarms
Only relevant alerts.



Avoid call-outs
Over 75% of incidents
are resolved remotely.



Everything at a glance
All controllers & sites
in one system.



Too many alarms?

cool/365 provides an overview.

That alerts can be turned into clear decisions.

Multiple systems. Multiple controllers. Multiple alerts.
In day-to-day operations, there is often little time to properly assess every fault.

This can become particularly critical at night, at weekends or during periods of hot weather.
Important alarms can be overlooked. Unnecessary call-outs can result, and a minor fault can quickly become a serious operational problem.

In this case **cool/365** is a real benefit.

If a fault can be resolved remotely or is not a high priority, we take care of it for the time being. Escalation only takes place when action is genuinely required, e.g., when we need to arrange for a technician to attend.

Your benefits:

- ✓ Stable operations
- ✓ Greater customer satisfaction
- ✓ Reduced risk of food loss
- ✓ More time for your core business and for your projects
- ✓ Less unplanned and unnecessary call-outs



so that your refrigeration systems keep running –
without the need for an emergency call-out!

cool/365 Monitoring

We take care
until the incident is resolved.

Outside of active hours, **cool/365 Monitoring** remains active. Our monitoring team monitors your systems around the clock and checks every incoming fault in real time. The alert is assessed from a technical perspective and handled according to its urgency.

Where possible, our specialists intervene remotely. They check values, narrow down the cause and implement suitable measures to stabilise the system. If support is required at the branch or store, the on-site staff receive clear and easy-to-understand instructions.

If a site visit is nevertheless required, ARGUS arranges the call-out and coordinates the relevant service partner. The incident is followed up until the fault has been resolved and closed. Agreed response times are also kept in view.

This turns an alert into a guided process. No one has to work out who is responsible or what the next step should be.



cool/365 Web

Everything that matters in
one place.

cool/365 Web is our software solution for bringing order to day-to-day incident management. Alerts from different control systems are brought together in a single fault list. Your employees no longer need to switch between multiple systems and individual solutions.

Planned deactivations and important notes can be recorded directly against the relevant site or incident. This makes it immediately clear whether an alert needs to be processed or whether it relates to a situation that is already known.

Custom rules can be created for recurring incident. Relevant alerts are then handled automatically in accordance with the defined settings. This reduces manual work and ensures consistent processes.

Alerts can be shared with specific recipients without mixing up different areas of responsibility. This ensures that internal teams and external service providers are all working with the same information.

● Controller A

● Controller B

● Controller C

Shared incident list

● Incident	check
● Notice	known
● Message	processed

⏸ Cancellation

instant visible

⚙ Custom Rule

automatically active

cool/365 Software Service

All applications
securely available.

With **cool/365 Software Service**, all the applications you need are available via a single access point. These include applications for monitoring, system optimisation and remote service.

Access is protected by multi-factor authentication. Authorised employees can work from a PC, laptop, tablet or other internet-enabled device. This also gives them access to the applications they need for their daily work while they are on the move.

Recorded operating data are stored and archived. The technical environment is operated in two ARGUS-owned, geographically redundant data centres in Liechtenstein, both certified to ISO 27001.

The internal ARGUS IT team is available at any time to provide support with technical questions or problems. This means your own IT team does not have to maintain separate access points, servers and backups for each application.

You get a standardised, managed working environment with clearly defined access rights.

cool/365 Reporting

Every step
is traceable.

Every fault generates information that may be needed again later. **cool/365 Reporting** records all activities taken in chronological order. The entire history of an incident remains fully traceable even after it has been closed.

Contact persons and keyholders are assigned to the relevant customer or site. In the event of an incident, it is therefore immediately clear who needs to be informed and who has access to the site or system.

Recorded activities can be analysed by customer or by customer group. This provides a reliable basis for quality checks and optimising existing processes.

Relevant data can be transferred to other systems via an API interface. This means that information does not have to be entered manually multiple times or gathered from different sources.

This saves time and improves data quality.



Our solutions

The right solution for every challenge.

With our three packages, you can choose exactly the scope of services you need. Scalable, transparent and expandable at any time.



Basic The reliable entry-level

20 tickets / site / year included

- ✓ incident qualification by telephone
- ✓ Forwarding to a contact person
- ✓ Escalation: 3x within 30 minutes
- ✓ Activation & adjustments within one week
- ✓ Hotline for listed customers
- ✓ Data processing in accordance with DIN ISO 27001
- ✓ Mobile router including VPN for connection

Ideal for getting started with a solid service offering and clear processes.



Active Active monitoring

35 tickets / site / year included

- ✓ Everything from Basic package
- ✓ Incident qualification in the event of an alarm or call, 24/7
- ✓ Processing within 60 minutes
- ✓ Remote check
- ✓ Connection check every 4 hours
- ✓ Forwarding to a contact person
- ✓ Escalation: 3x within 30 minutes plus a higher-level contact
- ✓ Activation and changes within four working days
- ✓ Simple reporting, monthly or quarterly
- ✓ IT emergency management possible
- ✓ Personal contact person

For companies that want more transparency and active support.



Pro Maximum support

45 tickets / site / year included

- ✓ Everything included in Active package
- ✓ Incident classification in the event of an alarm or call, 24/7
- ✓ Processing within 30 minutes
- ✓ Remote intervention
- ✓ Real-time connection check
- ✓ Forwarding to contact persons and third parties
- ✓ Escalation: contact attempts until successful
- ✓ Connection setup and changes within two working days
- ✓ Hotline for any enquiries
- ✓ Comprehensive and customised Real-time reporting via cool365
- ✓ IT emergency management possible
- ✓ Key Account with annual review, KPIs and a fixed schedule
- ✓ Service support until the incident is resolved, including documentation
- ✓ Alarm management platform
- ✓ Online service for all refrigeration applications

For companies with the highest demands in terms of response time, service and control.

Over 25 years of experience

Your experts for remote refrigeration monitoring

ARGUS has more than 25 years of experience in monitoring refrigeration systems and providing technical remote monitoring. Today, the ARGUS alarm centre reliably monitors around 7,500 systems around the clock.

Peter König has been with ARGUS since 2005 and has extensive experience in technical processes, customer requirements and the capabilities offered by cool365.

As a Key Account Manager, he supports our customers in the areas of refrigeration system monitoring and telephone service. Together with them, he develops suitable solutions that improve service quality and make operational processes more efficient.

Information - Consultation - Workshop

PETER KÖNIG
Key Account Manager

 +423 377 40 38

 peter.koenig@argus.li

 www.argus.li/cool365

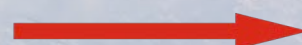


Your questions. Our answers.

From connecting your refrigeration systems to handling incidents. Here you will find answers to the most frequently asked questions about cool365.



So that your refrigeration systems keep running –
without the need for an emergency call-out!



FAQ

cool365 Services

Can cool365 monitor our existing systems?

cool365 works with all common controller manufacturers and can be connected in most cases quite easy. Of course we check the requirements together with you in advance.

What do we need to connect our systems?

A suitable connection to the system is required. Alternatively, you can use the cool365 Connector, our compact solution for connecting your system. Independent from any infrastructure in the store.

When and how quickly are alarms processed?

Active and Pro assess alarms 24/7. Alarms are processed within max. 60 minutes with Active and within max. 30 minutes with Pro.

Can every incident be resolved remotely?

Not every incident can be resolved remotely. Active includes remote checks, while Pro also includes remote intervention to resolve the incident. If a call-out is required, the relevant service partner will be involved.

How are refrigeration contractors involved when an incident occurs?

If an on-site call-out is required, ARGUS contacts you as the agreed service partner and coordinates the next steps. We agree on contact channels and responsibilities with you in advance.

What happens if the connection is lost?

Active checks the connection every four hours, while Pro checks it in real time. This allows connection failures to be detected so that ARGUS can initiate the agreed procedure to solve the problem.

What happens if an on-site call-out is needed?

ARGUS coordinates the call-out with the service partner and the branch or store. This ensures that a keyholder is on site at the right time so that work can start without delays.

Can I trace how an incident was handled?

Yes. cool365 Reporting records all actions in chronological order. Active includes simple reporting, monthly or quarterly. Pro provides customised real-time reporting.

How secure are my data?

Your data are stored in ARGUS-owned data centres in Liechtenstein, certified to ISO 27001. Multi-factor authentication and clearly defined access rights protect access.

Let's talk about your refrigeration systems.

Peter König

 +423 377 40 38

 peter.koenig@argus.li

ARGUS Sicherheitsdienst AG

Wirtschaftspark 23
9492 Eschen
Liechtenstein

FL. +423 377 40 40
CH. +41 81 755 40 40
DE. +49 180 377 40 40 000
sicherheit@argus.li
www.argus.li

