

Monitoring & Maintenance Support

An optional support offering — a retainer to help keep your deployed 5Tech systems healthy. Periodic device-health checks, dashboard and alert-rule tuning, and updates, with humans in the loop. Your team stays in control of day-to-day operations; we help keep the monitoring working.

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Figure FIG-001 — Monitoring & Maintenance Support: helping keep the data pipeline, device health, and dashboards healthy after go-live, with your team in control.

At a glance

Service	Monitoring & Maintenance Support
Type	Optional support offering — a retainer for the operate phase (after Pilot or Deployment & Integration Support)
What we help with	Periodic device-health checks; dashboard and alert-rule tuning; firmware/software updates; maintenance recommendations — humans in the loop
Delivery	Remote support with coordinated on-site remediation, Canada-wide
Typically follows	Pilot & Proof-of-Value / Deployment & Integration Support
Support terms	[TBD] — scope, response targets, and review cadence agreed per engagement

Monitoring & Maintenance Support is an optional retainer that helps a 5Tech deployment stay healthy after go-live. We support your team with the upkeep: periodic device-health checks, keeping an eye on the data pipeline, tuning dashboards and alert rules, and rolling out updates — so the system stays matched to how your operation actually runs. Your team stays in control of day-to-day operations; we help keep the monitoring working, with humans in the loop throughout.

Who this is for

- Businesses that have deployed 5Tech hardware — Sensorium™ devices and the 5Tech Platform — and want help keeping it healthy without standing up a dedicated in-house maintenance function.
- Operations teams who want their engineers building, not spending their time on routine device-health checks and dashboard upkeep.
- Sites where an unnoticed device failure or a stale alert rule carries real safety or operational cost, and regular maintenance checks are worthwhile.
- Organizations that want their dashboards and alert rules kept current after go-live, rather than drifting out of date.

Problems we solve

- **Configuration that drifts.** Alert rules and thresholds that were right at go-live stop matching reality as assets, sites, and rules change — and no one owns keeping them current.
- **Alert fatigue.** Noisy, unprioritized alerts bury the few that matter, so real events get missed.
- **Late-discovered device issues.** Connectivity gaps, power faults, and sensor drift on remote Gateways and field devices are often found only after they have cost you data or downtime.
- **Limited maintenance capacity.** Keeping devices healthy and dashboards current is ongoing work most teams would rather not staff for full-time.
- **Dashboards and rules going stale.** Alert rules and dashboards keep doing what they were first configured to do, instead of being refined as your operation and its data evolve.

What you get (deliverables)

- **Periodic device-health checks** across your deployment — reviewing the data pipeline and the status of your Sensorium™ Gateways and field devices.
- **Dashboard and alert-rule tuning** against an agreed runbook and escalation path — so your team sees prioritized, actionable events, not raw noise. You keep control of what action is taken.
- **Firmware and software updates** applied and verified as they become available, coordinated with your team.
- **Maintenance recommendations** — flagging connectivity, power, and sensor issues across Sensorium™ Gateways and field devices, and coordinating remediation with your team.
- **Support reviews and reporting** at an agreed cadence ([TBD] per engagement), summarizing device health, alert activity, and recommended actions.
- **A defined support and escalation model.** Specific response targets and coverage are [TBD] and set in the support agreement — we do not publish a target we have not agreed with you.

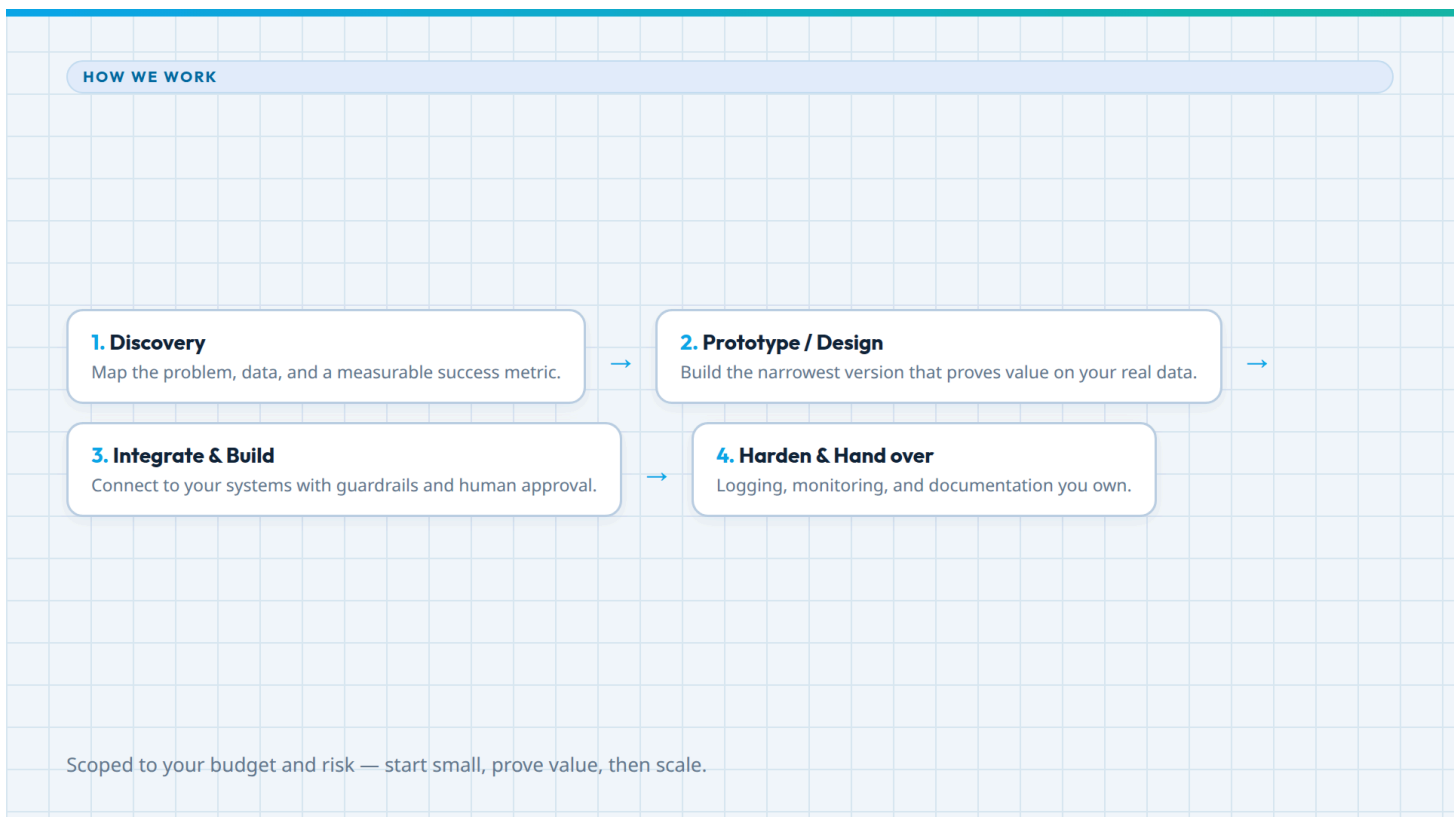


Figure FIG-002 — The engagement is a recurring support cycle: onboard, baseline, then check device health, respond, tune, and review — feeding findings back into the loop.

Monitoring & Maintenance Support is a recurring support cycle, not a one-off project. It begins from a live deployment and settles into a steady loop of checking, responding, and refining — with your team in control throughout.

- 1. Onboard** — get set up on the deployed system: access, runbooks, device inventory, and escalation contacts. Agree the scope, coverage, and support terms ([TBD] per engagement).
- 2. Baseline** — establish health baselines, alert thresholds, and the KPIs that define "normal" for your operation, so deviations are meaningful rather than noisy.
- 3. Check** — periodic device-health and data-pipeline reviews against the baseline, so connectivity, power, and sensor issues surface early.
- 4. Respond** — help triage alerts and escalate along the agreed path when something needs your team's attention or a field visit; your team decides what action to take.
- 5. Tune** — refine alert rules, thresholds, and dashboards against what the data reveals, and apply firmware/software updates, so the system stays useful over time.
- 6. Review & report** — regular support reviews and briefings; findings feed straight back into the checks and tuning.

Example use cases

- Regular health checks on a construction site's Safety Zone and Smart Bolt deployment, so device faults and stale alert rules are caught early.
- Keeping a fleet's telemetry dashboards and alert rules current as assets and maintenance patterns change.
- Checking device health across remote sites where Gateways depend on cellular links that come and go.
- Helping refine alert rules as site rules or regulations evolve.
- Tuning the alerting layer so a customer's operations team sees prioritized, actionable events.

Related services & industries

- **Precedes it:** [Pilot & Proof-of-Value](#) proves the case; [Deployment & Integration Support](#) helps roll the system out. Monitoring & Maintenance Support can then help keep it healthy.
- **Builds on:** the [AI Automation & Agents](#) capability and the **5Tech Platform** (monitoring, automation, and AI-assisted reporting).
- **Supports:** Sensorium™ **Gateway**, **Safety Zone**, and **Smart Bolt** deployments — see the respective datasheets and manuals.
- **Industries:** manufacturing automation, warehouse robotics, smart buildings & IoT, and construction / worksite monitoring.

Figures

ID	TITLE	STATUS	FUTURE FILENAME	PURPOSE
FIG-001	Monitoring & Maintenance Hero	Missing	images/hero_service.png	Cover / hero image
FIG-002	Engagement Process	Missing	diagrams/process.png	The service engagement process

Content is capability-based and honest; figures are labeled placeholders pending render. See [figures.json](#) for the figure/prompt index, [references.md](#) for sources, and [revision.md](#) for change control. Web publication target: homepage Services section (Monitoring & Maintenance Support).

