



Managed Services

We understand that it can be a balancing act when it comes to managing your smart assets for optimum results. And, as your ecosystem evolves to support your growing needs, it becomes even trickier to control & monitor; so it's important that there's someone at hand to help keep everything running as it should, with your objectives in mind.

Our team can take the headache away, with a complete Managed Service, so your system receives the attention required to give you the results you want. This gives you the freedom to focus on other aspects of your urban space, while assured that smart assets and devices are driving positive change. Let our team of experts take care of your entire urban network, so your city can work smarter.

The Lucy Zodion Services Team is trained to investigate, interrogate and identify trends and quirks throughout your system to provide informed recommendations that truly make a difference. And, because they work on schemes like yours almost every day of the year, it means they're quick to detect any changes affecting performance, which could pay dividends in cost savings.



In addition, these Lucy Zodion Services offers:

- Regular face-to-face catch-ups with your system ambassador to run through the latest stats. We'll break down our in-depth analysis of your scheme's performance, to ensure recommended next steps are clear.
 - Accessible online dashboard with unique log-in to keep you up-to-date with your scheme's performance and the fixes we've made. We'll add in specific data-sets and reports, based on your scheme objectives, so you can understand its live status when you need it.
 - Daily status updates to help you keep check of performance and track energy consumption. We'll update you on recent faults, the resolutions we've made and any changes that might be overdue, as well as any analysis we've carried out to prevent or correct them. Failure analysis that looks at each area of the system and aggregates data to better identify trends. We'll look at Nodes, devices, communication and the platform itself to assess any failures, for a deeper understanding of their cause.
- Resource analysis to give you an idea of the hours we've spent looking after your system and working to optimise it, based on the deep analysis we've carried out. We'll also list any other resource use, such as call outs for hardware issues and overheads incurred.
- Complete profile management for Nodes and other devices. We'll take away the stress often caused by setting up profiles and implement them for you. We'll set-up each and every new Node or device with individual profiles, assign Nodes into groups where required and implement group profiles in areas that need further control.