



List of Services

Enterprise
Solution

Features

Monitoring and Alerting Services

Web Portal Access*	✓
Excursion Alerts - Out of Bounds, Configurable Limits and Trigger Times	✓
# User Accounts	Unlimited
# Alert Contacts	Unlimited
System Alerts - loss of communication, low RSSI wifi signal, low backup battery resulting from extended loss of AC power	✓
24/7 Alert Notification - With False Alert Suppression - Text Message, Email, Pager, Voice Phone	✓
Mobile App - Remote management and alert response	✓
Virtual Temperature Buffering (VTB)	✓

Reports

Automated Reports (anytime, anywhere, from the web portal)

Dashboard	✓
Day Over Day	✓
Zone Detail Graph	✓
Sensor Trend Chart	✓
Raw Data Report	✓
Daily Zone Status Report	✓
12 - Hour Zone Status Report	✓
Hourly Zone Status Report	✓
Alert History	✓
User Check-in Reports	✓
Alert Detailed Data Report	✓
Out of Service Reports	✓
Research Data Report	✓

User Audit Trail Reports (for FDA 21 CFR Part 11 compliance)

User Account Edit History	✓
Alert Configuration Edit History	✓
Alert Contact Edit History	✓
Location Edit History	✓
Zone Edit History	✓

Advanced Reporting

Validation Report with Action Items for Compliance (one report, included with initial installation)***	✓
--	---

Annual Advanced Reporting

Best Practice and Peer Comparison Performance Report (One report annually)***	✓
---	---

Support

Response time to emails during business hours. (9:00 am - 5:00 pm MST)	same day
--	----------

Live voice response to phone calls during business hours. (9:00 am - 5:00 pm MST)	✓
---	---

24/7 emergency support contact (at request)	optional
---	----------

IT Integration Support (if applicable)	✓
--	---

Administrative Alerting Service	✓
---------------------------------	---

Remote Installation Support (If onsite installation support is requested, reference quote for additional details).	✓
--	---

Hardware Asset Management and Warranty - accidental damage, hardware updates (as deemed necessary by PharmaWatch Support Staff), and manufacturing defects.	✓
---	---

Hardware Kits (hardware kits are included in services agreement. Hardware configurations are dependent upon solution bundle type, reference quote for solution bundle type).

Freezers, Refrigerators, Cabinets and Incubators

PW Direct IoT Sensor with Single Replaceable Probe	✓
--	---

PW Direct IoT Sensor with Temperature and Humidity Replaceable Probe	✓
--	---

PW Direct IoT Sensor with Single VTB 20mL Buffer and Replaceable Probe	✓
--	---

PW Direct IoT Sensor with Dual VTB 20mL Buffer and Replaceable Probes	✓
---	---

PW Direct IoT - UC Sensor with Ultra Cold Probe (for use in -30C to -200C freezers and Cryogenic environments).	✓
---	---

Rooms and Stability Chambers

PW Direct IoT Sensor with Mini Probe for temperature and humidity in a room	✓
---	---

PW Direct IoT - P Sensor with Pressure Probe for differential pressure between two rooms	✓
--	---

* Service levels are account wide only (e.g. all Solutions on the account must be at the same service level).

*** reports included quarterly or annually are made available at client request.