
Frequently Asked Questions

Is power quality and energy management really that important to operators?

Absolutely! In some instances, energy comprises up to 40% of total cost of operation. In other instances, poor power leads to asset failures and unplanned downtime costing millions in lost production, and unwanted scrap that fills landfills and pollutes our environment.

What markets do you support?

Our solutions are designed to support almost all large commercial, industrial and core infrastructure markets.

What customer needs do you solve?

Our solutions identify and correct power quality and energy management issues crucial to efficient, profitable, and sustainable operations.

Why should we partner with Denison? What is your value?

Denison has a proven track record designing and delivering complex technical solutions to market - spanning technologies, protocols, and cultures. Our team has developed a proven solution to monitor, analyze, and improve power quality and energy efficiency. As a Technology Partner with Rockwell Automation, the company can leverage this solution across a global ecosystem of partners and authorized distributors.

What are the symptoms of poor power quality?

Just listen to the machines and watch your energy bills closely. Some symptoms of poor power quality include: short lifespan of electronic devices, motors and transformers that overheat, high utility bills or surcharges, lights dimming and flickering, unsteady motor speeds, process parameters that fluctuate unexpectedly, motors accelerating slowly, overload relays tripping without explanation, high neutral current in three phase systems, excessive vibration, hum in audio amplifiers, unsteady oven temperatures, ovens heating unevenly, computers crashing or freezing, opening or chattering relays, and out-of-tolerance DC power supply output, to name but a few.



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What are the causes of poor power quality and energy inefficiency?

There are many causes including weather events, starting and stopping of large motors, certain loads such as LED lighting and variable frequency drives (VFDs), and problems with the electric utility, to name but a few.

What types of machines are impacted by poor power quality?

Virtually all machines can be negatively impacted by poor power quality. Some examples include: motors, ovens, lights, servers and data centers, DC power supplies, clocks, transformers, variable frequency drives (VFDs), programmable logic controllers (PLCs), battery chargers, light dimmers, uninterruptible power supplies (UPS), CNC machines, amplifiers, transmitters, video displays, rectifiers, vibration tables, and lasers.

What are the some of the types of power quality events?

There are many examples of power quality events including voltage errors (sags, swells), low power factor, phase imbalance, frequency deviations, harmonic and interharmonic distortion, and current unbalance, to name a few.

Does Denison's solution monitor these events?

Yes, and much more! We also monitor energy data. Our industrial-grade, cloud-based architecture is designed to sense other data as well - including critical WAGES data (water, air, gas, electricity, and steam) to deliver added outcomes and overall lower cost of ownership.



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What makes Denison's go-to-market strategy so unique?

We deliver solutions - from device to data to done. Many companies offer hardware, software, or consulting services, and are very good at doing that. Each part adds complexity and delay from order to outcome. Denison's PQES Service Center model (including pre-engineered gateways, scalable software, and professional services) is a quotable solution delivered by a world-class authorized distribution channel of ecosystem partners.

Does your monitoring software support Allen-Bradley, FactoryTalk(TM) and Rockwell Automation products or can it work with other vendors' hardware?

Our software can be used with almost all OEM hardware as we support almost all standard industrial protocols. Additionally, our software can easily integrate with other intelligent software applications in the cloud.

Who conducts the Assessments? Do you partner with other Professional Service Organizations to deliver more of these valuable assessments?

Denison's technical team conducts the assessments, using our defined and proven process. As a member of the Rockwell Automation Technology Partner program we also have the ability to work closely with Rockwell Automation's Field Service Organization to deliver to a much larger customer base.

Where can we learn more about Denison's Distributor Support Program?

We are fully committed to our authorized distributors and channel partners and support our partners through a variety of activities. Authorized distributors have access to a vast library of materials via a secure link.

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How does Denison's solution - spanning services, integrated hardware and software - compare with Allen-Bradley and Rockwell Automation products and services? Do you compete or complement each other?

Our solutions are purely complementary. Our cloud-based software aligns with our shared vision to connect the automation and information landscapes. Denison's deeply tenured team - including experts in power, software, and automation - provides domain level expertise to deliver outcomes.

What type of Reports and Outcomes does Denison provide?

Denison provides several report types: Diagnostics Report, Assessment Report, Monitoring Report, and, for larger or complex projects, a Comprehensive Engineering Report. Each report is written or overseen by an experienced engineer or team of engineers.

Who do I call to discuss my project and how we should engage your team?

Contact our team anytime - we're here to help! Or contact your local authorized Rockwell Automation distributor: <https://locator.rockwellautomation.com/Distributor>



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