

CLOSER, FASTER, SUPPORTED.

SOCOMECS NEW MEA SERVICE HUB ACCELERATES SUPPORT BY COMPRESSING LEAD TIMES AND DE-RISKING NEW INSTALLATIONS.

Today's challenging operating environment demands continuous uptime and optimised efficiency; combined with the explosion in demand for data, the need for total reliability has never been greater.

With a reputation for a comprehensive approach to service - and a focus on the availability, control and safety of low-voltage electrical networks - Socomec is renowned for delivering expert support alongside tailored maintenance and innovative solutions, engineered to keep the hardest-working critical power systems at their peak.

The new Socomec Service Center, based in the UAE, marks the organisation's ongoing commitment to excellence. Designed to be a high-capability regional hub supporting UPS and Energy Storage Systems (ESS), this facility will improve geographic reach, with central access to key MEA markets including the Gulf and Africa. Furthermore, its proximity to the region means that Socomec will be positioned to provide vital support for regional mega-projects. With local pre-commissioning and repair facilities, project management and delivery timelines will be compressed further for the most rapid response possible.

Empowering the region with local service, testing and training

Wissam Riad, Region Managing Director Middle East, Africa and Mediterranean, Socomec explains; "With in-region repairs, spare parts and testing facilities, our service response and commissioning lead times will be faster than ever. What's more, with regional infrastructure in place, we can now offer competitive, contract-backed service agreements across MEA.

"All systems are tested and validated prior to despatch, reducing the risk of on-site start-up issues. Our local training programmes will empower our partners and end-users, helping to avoid errors during installation, for example, as well as improving long-term system reliability."

Insights supporting preventive maintenance and maximising uptime

Showcasing Socomec's innovation credentials, the new facility integrates advanced tools and systems to deliver high-performance service and testing capabilities.

Diagnostic tools are integrated with Socomec firmware and protocols, enabling real-time data capture and anomaly detection to identify patterns and address issues before they arise.

Remote witnessing is enabled thanks to testing bays equipped with HD video streaming and data overlays, supporting live participation by remote consultants and end-users.

Thermal mapping and predictive stress analysis deploys infrared imaging to detect early-stage thermal anomalies in UPS modules under operational load – ultimately maximising equipment lifespan and minimising downtime.

Wissam Riad, comments; “This localised support model builds in-region skills that are invaluable whether servicing existing infrastructure or developing new architecture. By creating a regional hub, we are able to leverage our global expertise on the ground here in the Middle East and Africa, ensuring that every project has access to resource that will ultimately deliver greater efficiencies and optimise uptime.”

A specialist service facility – what's inside?

Wissam Riad, outlines the facility's resources and capabilities; “The facility houses a component-level UPS Repair Bench, equipped with oscilloscope diagnostics, soldering rework stations and test jigs for controller boards - as well as power modules for the latest UPS and ESS units.

“The Performance Testing Laboratory makes use of programmable load banks – both resistive and inductive – which means that we're able to verify system performance before deployment, eliminating issues on-site.

“The Battery Storage Facility maintains a controlled environment with stock rotation protocols, first-in, first-out (FIFO), fire suppression systems and battery health monitoring to support both service teams as well as commercial sales.

“Our Technical Training and Certification Facility provides the ideal learning environment for instructor-led sessions with hands-on simulation boards. Here we cover installation, commissioning, maintenance and fault-diagnosis across all Socomec systems.”

With courses available in English, Arabic, Hindi and Urdu, Socomec's multilingual support package accommodates the diversity of the region's workforce.

The Pre-Commissioning and Demonstration Lab simulates site conditions to mimic performance in the field, including 3-phase power loading, voltage dips, harmonic injection and bypass logic to ensure system integrity.

This specialist facility is resourced to develop learnings and insights that will ultimately help to minimise downtime, improve efficiency and de-risk new installations. Wissam Riad concludes; "With dedicated training and local support, it will now be possible to improve commissioning outcomes across emerging projects by combining regional access with Socomec manufacturer expertise and resource."

To learn more and access the new facility, visit the [website here](#) and follow [Socomec on LinkedIn page](#).