

How Solar Medix Became a Vertically-Integrated O&M Provider, Eliminating the Need for Third Party Monitoring



SolarMedix at a Glance:

5,792
Total Asset / Fleet Size

40 MW
Total Size

19+
Years in Service

17+
Certified Technicians

Introduction:

Solar Medix, a leading O&M provider based in New Jersey, serves asset management groups, residential customers, and PV installers across multiple states. As a company rooted in field operations and reliant on a third-party company for monitoring and remote operations, Solar Medix had limited visibility and control of its fleet, causing slower response times. Seeking a solution that would allow them to take full ownership of monitoring and operations, the company decided to initially test enSights' energy optimization and management ecosystem on 5MWs of its fleet. After experiencing significant positive outcomes, including increased visibility, streamlined processes, and enhanced service quality, Solar Medix is rolling out enSights' ecosystem across a broader segment of its fleet, driving higher operational efficiency, profitability, and superior O&M services.



Building on this success, Solar Medix made the strategic decision to expand beyond field service and bring control center operations in-house. This shift eliminates the need for third-party monitoring services, giving them full control over issue resolution, faster response times, and a more proactive approach to fleet management. By leveraging enSights' ecosystem, Solar Medix not only optimized operational costs, but also strengthened its ability to deliver high-quality, data-driven O&M services at scale.

The Challenge: Breaking Free from Operational Bottlenecks

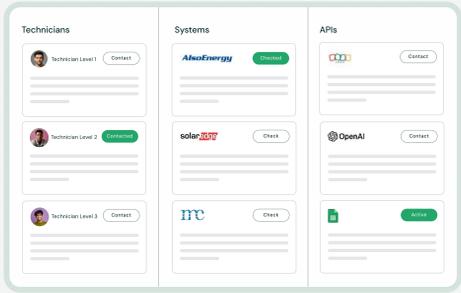
Solar Medix faced significant challenges with its third-party monitoring service provider:

Delayed Reporting: Solar Medix provides detailed reports to asset owners in order to help its clients stay informed about the performance and maintenance status of their clean energy assets. Reliance on a third-party service provider often resulted in reports delayed by weeks, which slowed down actionable insights and impacted client satisfaction.

Limited Visibility: The absence of real-time visibility into the third-party's monitoring platform made it challenging to proactively detect potential issues, leaving the team unaware of deviations until events occurred.

Impact on Productivity: These inefficiencies reduced productivity and compromised the quality of customer service.

Recognizing that these inefficiencies not only compromised the quality of its customer service, but would also hinder its ability to scale in the long term, Solar Medix sought a solution that could provide immediate visibility, streamline processes, and support their growth ambitions.



Solar Medix consolidated the management of its fleet, field technicians, and third-party software on enSights' ecosystem - streamlining its O&M business.

The Solution: Why enSights

After evaluating multiple solutions, Solar Medix decided to pilot test enSights' management and optimization ecosystem on a portion of its fleet based on several distinctive benefits:

Comprehensive Ecosystem: enSights offered a comprehensive ecosystem for monitoring, reporting, and managing O&M tasks. It integrates hardware from various OEMs, such as string inverters, microinverters, and optimizers, eliminating the need for tedious daily checks across multiple platforms.

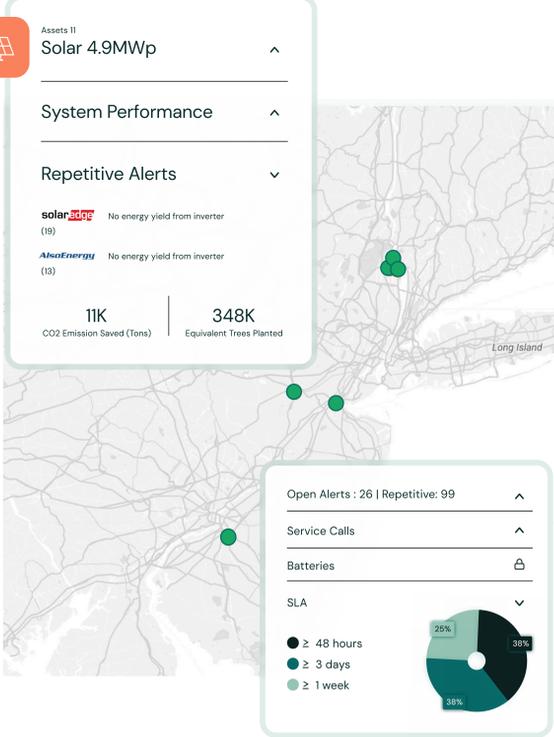
AI-Driven Insights: The ecosystem's AI capabilities provided predictive insights, enabling proactive maintenance and more cost-efficient truck rolls.

Alert Prioritization and Filtering: AI-powered alerts automatically reduced false positives by self-clearing alerts and ranking alerts based on urgency and potential impact.

Seamless Integration: The ecosystem's flexibility and ability to integrate with existing systems were key advantages during the migration, ensuring a smooth transition without operational disruptions.

Smart Workflows: Automatic workflows streamlined operations and eliminated repetitive tasks, keeping the Solar Medix team aligned for smoother, more efficient O&M management.

Scalability: The ecosystem's automations, interconnectivity, and hardware-agnostic approach aligned with Solar Medix's growth ambitions, particularly as they expanded operations beyond New Jersey into other states across the U.S., like Texas.



With the enSights management and optimization ecosystem, Solar Medix gained real-time monitoring, SLA tracking, and proactive maintenance with color-coded alerts and repeat issue detection.

The Results:

Solar Medix successfully transitioned 5MW of its fleet to the enSights ecosystem. Key outcomes included:

Enhanced Operational Efficiency

The enSights ecosystem's automatic report generation significantly reduced the time Solar Medix spent on reporting tasks - freeing up resources for strategic priorities such as proactive maintenance planning, customer engagement, and fleet expansion. By consolidating all operational data into a single, centralized ecosystem, Solar Medix also improved team collaboration and streamlined decision-making processes. Timely reporting and enhanced visibility allowed Solar Medix to deliver a higher level of customer service, improving client satisfaction.

Better Asset Management

Customized alerts and severity-level configurations allowed for proactive issue resolution, minimizing downtime and ensuring streamlined operations. Solar Medix's CEO, Anthony D'Angelo, emphasized the value of having "everything all in one place," which significantly enhanced operational transparency and efficiency.

Improved Scalability

Within a short time, Solar Medix nearly doubled its managed assets. Migrating to the enSights' ecosystem enabled the company to scale operations without proportional increases in staffing or reliance on third parties.



Solar Medix's team can easily access performance tracking, anomaly detection, and component-level monitoring with the enSights' management and optimization ecosystem. The company can also benchmark and compare performance against nearby systems and download daily reports for better decision-making.

Insights Report

Period: Daily

17/02/2025

[Download CSV](#)



I highly recommend the enSights ecosystem to any O&M provider looking to scale its fleet. enSights' ecosystem removes the monotony of navigating through different vendor portals and wasting time. Everything is centralized, streamlined, and designed to make operations more efficient. It's the ideal solution for O&M companies looking to scale while providing exceptional customer service.

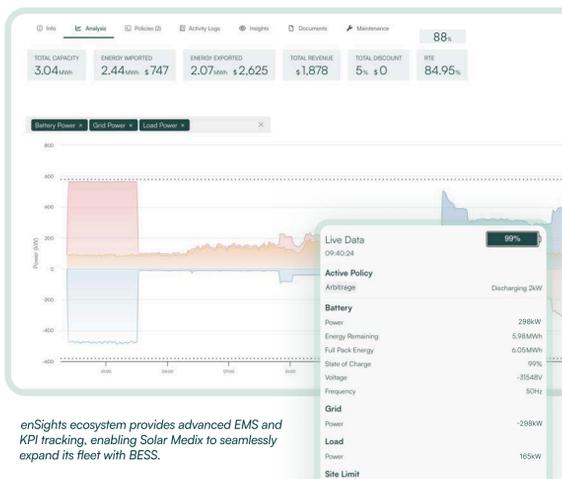
— Anthony D'Angelo, President & CEO of Solar Medix

Future Plans:

Solar Medix plans to further leverage the enSights ecosystem as it expands its fleet across new markets across the US. The management is also keen to integrate new distributed energy resources (DERs), such as battery storage, into its fleet with the help of enSights' ecosystem.

Paving the Way for Long-Term Success

enSights' energy management and optimization ecosystem helped Solar Medix achieve vertical integration, lower operational costs, and enhance service quality. By providing operational inefficiencies, scalability, and fleet control, enSights' ecosystem positioned Solar Medix for long-term success and scalability in the competitive O&M market. This allowed Solar Medix to focus on growth and exceptional customer service, showcasing the value of intelligent clean energy management in driving business success.



enSights ecosystem provides advanced EMS and KPI tracking, enabling Solar Medix to seamlessly expand its fleet with BESS.

Want to boost your O&M business with enSights' energy management and optimization ecosystem?

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