

Benefits

System Oversight for Peace of Mind

The health of your company is dependent on the performance of its data centers. You have a great deal invested in equipment and controls to protect your facilities from heat, humidity, and power problems. Your Vertiv™ SiteScan™ web system gives you the clear, centralized oversight and equipment control you need to fully leverage that investment.

Your Vertiv SiteScan web system is key to maintaining maximum data center availability and giving you peace of mind. It is constantly on the job, watching over the operation of your critical sites.

Getting the information you need to protect and manage your facilities is easy with the Vertiv SiteScan web system. And by upgrading to a preferred service contract, the configuration and maintenance of the system is even easier.

Benefits

- Simplify system configuration
- Reduce number of change orders
- Experience faster response times
- Maximize availability
- Realize an easier transition to DCIM system



Enhance system protection with an expertly configured monitoring system

What you don't know can hurt you. That's why you need easy access to information that helps you guard against anything that can keep your critical support systems from protecting data center operations.

The Vertiv SiteScan web system allows you to oversee your dispersed infrastructure. Whether your equipment is in the next room or across the country, the system allows you to securely access operational data from anywhere in the world using a smartphone, tablet, laptop, or desktop, and a common internet browser.

Knowing the location and severity of a problem is the first step to preventing it from becoming a costly disaster. Having the ability to utilize industry experts to take corrective action is the second step—one that is built into SiteScan

Preferred service contracts. With a SiteScan Preferred service contract, you have industry experts at your disposal. In addition to helping you configure and maintain your system, we will work with you to create a customized monitoring plan including a process for notifying decision makers within your organization or deferring to our data center infrastructure specialist for problem resolution.

Our SiteScan Preferred service contracts include:

- System configuration
- Ongoing maintenance
- Hardware parts and repair costs coverage
- Remote monitoring

System Configuration

Through your existing maintenance budget, SiteScan™ Preferred contracts allow for remote monitoring and ongoing configuration management by our factory-trained engineers. We take full responsibility for configuring your monitoring system for optimized operation. Changes can be made locally or remotely, via a secure connection, eliminating the hassle of creating a change order each time an update is needed.

Ongoing Maintenance

System software is fully protected with a SiteScan Preferred service contract. Software upgrades are automatically provided ensuring your system has the most up-to-date version and the latest firmware capabilities.

Hardware Parts and Repair Costs Coverage

Hardware parts and repair costs are also included in a SiteScan Preferred service contract and cover such items as control modules that require regular updates.

Remote Monitoring

Monitoring with a Vertiv™ SiteScan™ Web system alerts you to problems that otherwise go unnoticed. The UPS failing an automatic battery self test signaling its inability to carry the load during power interruption; or high head pressure that can cause mission-critical HVAC equipment to go down are just two examples.

With a SiteScan Preferred service contract, system issues are identified earlier for timely dispatch of field personnel when on-site action is needed. Customer requests are handled in real time, so you no longer have to wait until a scheduled preventive maintenance visit to make needed changes.

Summary

Simply put, the Vertiv SiteScan Web system combined with a SiteScan Preferred contract delivers the information you need and the service levels you expect. Together they help you manage your facilities more efficiently and effectively without the hassle of change orders or paperwork.

Working with our team of data center infrastructure specialists who are armed with the knowledge and parts needed for fast response, you enjoy single-source accountability for all critical equipment monitoring and service escalation needs.

In addition to an on-site preventive maintenance visit and 100 percent coverage of hardware parts and repair costs, a SiteScan Preferred service contract offers configuration changes that can be scheduled 24x7; software upgrades; patches and updates delivered via remote service; and ongoing remote back-ups.

Vertiv's SiteScan Web system and supporting services are designed to grow with your changing requirements enabling an easier transition to DCIM systems as they improve over time.

Ordering Information

To learn more about this service and other Vertiv solutions, visit VertivCo.com or call 1-800-543-2378.