

## BENEFITS

### Enable Continuous Connectivity for Optimal Availability

A proven and reliable means to know the health and status of your power and thermal equipment is essential for today's data center managers.

By connecting with the infrastructure specialist at Vertiv™ for remote services, you gain peace of mind knowing that experts are watching over your business-critical systems even when you can't.

From simple alarm notification and custom escalation plans to proactive diagnostics, remote services captures critical system data that can be put into action.

#### Benefits

- Achieve a faster mean time to repair (MTTR)
- Improve asset management and planning
- Receive cost-effective and efficient maintenance
- Minimize emergency maintenance costs
- Maximize availability



### Reduce the mean time between failures and time to repair with remote services and diagnostics

On-site critical infrastructure management isn't always an option for businesses with limited internal resources or limited expertise in the varied technologies of today's complex data centers. It's especially challenging with the proliferation of mobile data usage requiring businesses to move closer to their customers with dispersed computing.

Vertiv's remote services give you a way to supplement your staff with domain expertise. Our engineers monitor your power and thermal infrastructure, collecting real-time data. This allows you to ensure data center availability by fixing minor equipment problems before escalation, optimizing equipment life, and making informed maintenance and replacement decisions.

Our remote services include:

- Battery monitoring
- UPS monitoring
- Thermal monitoring
- Comprehensive reports

## Battery Monitoring

Remote battery monitoring performed by Vertiv™ helps you reduce risks by identifying and fixing minor battery issues before they become major system problems. You'll also be able to make informed maintenance and replacement decisions based on trending analysis performed by our battery experts. If on-site battery service is required, you'll minimize downtime by being connected to the largest, most responsive service force in the industry.

## UPS Monitoring

Constant monitoring of the operating status of your UPS provides real-time alerts of potential problems that could affect business continuity. With around-the-clock monitoring, you can ensure the lifeline of your data center is safe and operating properly. Additionally, information provided in monthly reports enables you to optimize UPS operation.

## Thermal Monitoring

With Vertiv's remote services for your thermal system, you can rely on the experts who pioneered the precision air conditioning market. Our comprehensive monitoring allows you to better predict and prevent problems before they occur due to alarm management, diagnostics, trend analysis, and predictive maintenance response services.

## Comprehensive Reports

Monthly alarm summary and health reports keep you informed of business-critical infrastructure operation and the recommended action plan. In addition, we store your historic reports for easy retrieval and review via our online Customer Service Network.

## Summary

Remote services from Vertiv allow you to rely on expert monitoring and analysis to continually assess your business-critical systems. Through secure communications, we can monitor hundreds of your power or thermal units, whether in one data center or multiple locations.

Our team will work with you to create a customized notification and service escalation plan including a process for notifying decision makers within your organization or deferring to our infrastructure experts for problem resolution. With 24x7 technical support and field service, you are supported by factory-trained personnel that thoroughly understand your equipment.

With our remote services, you benefit from single-source accountability, and your access to the largest service organization in the industry helps you identify and resolve failures faster for maximum availability.

## Ordering Information

To learn more about this service and other Vertiv solutions, visit [VertivCo.com](http://VertivCo.com) or call 1-800-543-2378.