



**VERTIV™**

# **VERTIV™ SERVICE CAPABILITY**



## Service Offering

**Manage the health of your entire critical infrastructure with a service partner who can offer you business continuity. Exactly the level of protection delivered by Vertiv™.**



Proactive equipment maintenance reduces downtime and extends equipment life which in turn maximizes return on investment and increases system availability.

Vertiv supports entire critical infrastructures with an extensive service offering, enhancing network availability and ensuring total peace of mind 24/7.

Our approach to servicing critical infrastructure covers all aspects of availability and performance, from single power and cooling equipment to entire mission-critical systems.

Installation, start up, commissioning, site assessments, battery maintenance, replacements, upgrades, retrofits, 24/7 emergency service and remote monitoring and diagnostics are just a selection of the services that contribute to guaranteeing business continuity.

### Local Resources

With the broadest, most comprehensive service presence in the industry and more than 600 Customer Engineers dedicated to servicing Europe, Middle East and Africa, Vertiv ensures that your business is protected 100% of the time and that assistance is close by whenever needed.

Our Customer Support Center professionals are also on hand 24 hours a day to provide assistance in real-time.

### Prompt Response

An extensive supply of critical parts ready for deployment allows Customer Engineers to respond to requests in record time, guaranteeing a premium first-time fix-rate in the unlikely event of a fault.

### Expertise & Training

Vertiv service engineers are trained, experienced professionals who undergo an average of one week of intensive training each quarter, totalling one month of full-time training per year. All service engineers are certified according to country specific as well as wider European and international regulations and standards.

### Service Contracts

Regular service of business critical infrastructure provides uptime assurance and reduces the total cost of ownership over the life of equipment.

A service contract ensures that infrastructure is regularly maintained in order to avoid unexpected, costly downtime. Vertiv service contracts cover all technologies and can be tailored to suit individual business needs.



# Vertiv™

## Servicing Critical Infrastructure

### Generator Services

Ensuring optimum system performance and reliability

- Preventive maintenance including system cooling, air intake, fuel storage and delivery systems
- Emergency call out
- Control function checks
- Repair and upgrade programs
- Single and multiple set testing
- Load bank and integrated building tests.

### Cooling System Services

Optimized system performance

- Commissioning and site acceptance testing
- Preventive maintenance
- Emergency services
- On-site repair capabilities
- Upgrades and replacements
- Assessments and testing.

### 24/7 Emergency Service

Response and resolution for minimized downtime

- Factory trained expert engineers available 24/7
- Guaranteed on-site response time.

### AC Power Services

Increased system availability

- Commissioning and site acceptance
- Preventive maintenance
- Emergency services
- On-site repair capabilities
- Upgrades and replacements
- Assessments and testing
- Power distribution unit testing and maintenance.

### ATS & DC Power Services

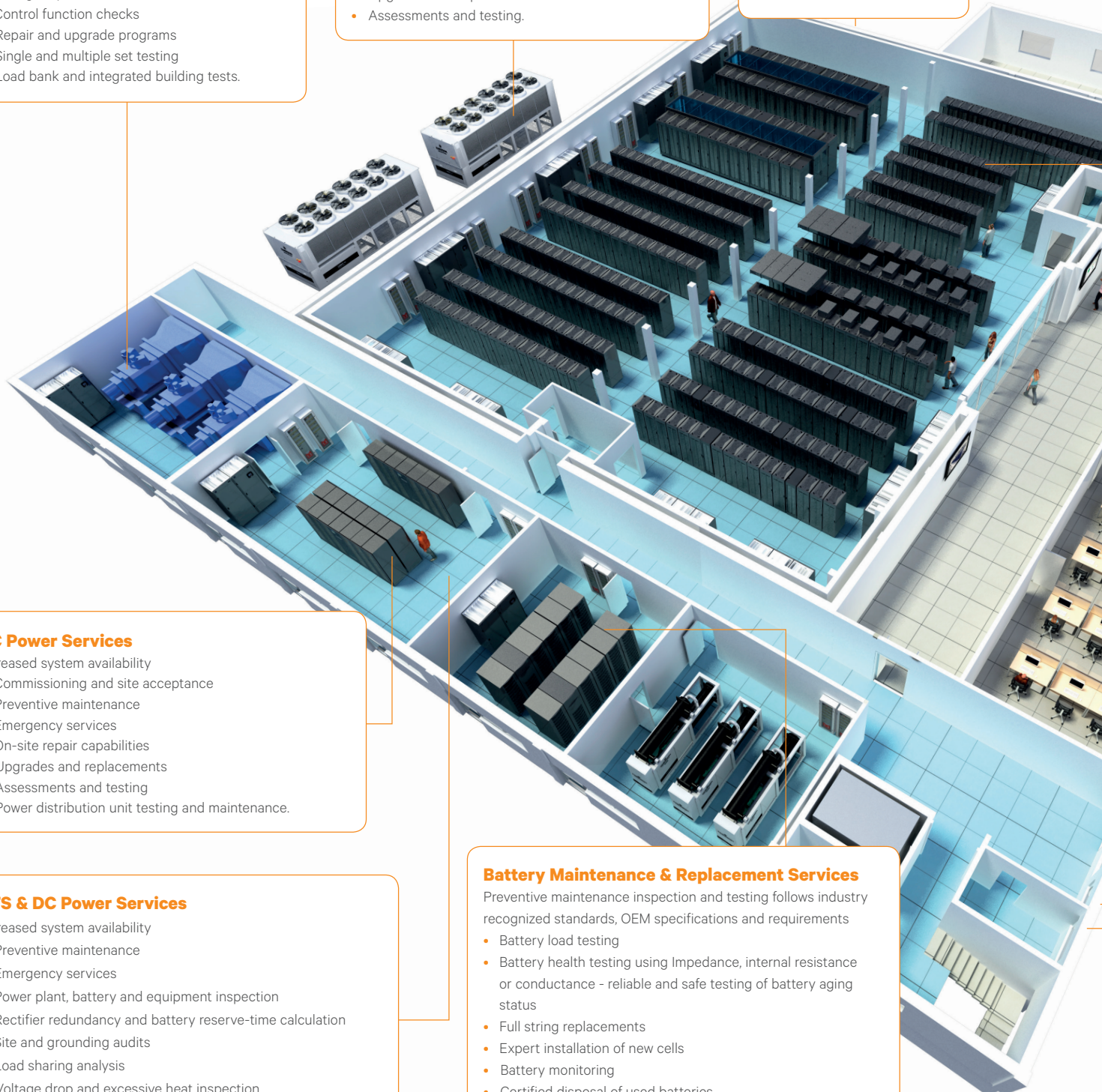
Increased system availability

- Preventive maintenance
- Emergency services
- Power plant, battery and equipment inspection
- Rectifier redundancy and battery reserve-time calculation
- Site and grounding audits
- Load sharing analysis
- Voltage drop and excessive heat inspection
- Thermography
- Lubrication and torque checks .

### Battery Maintenance & Replacement Services

Preventive maintenance inspection and testing follows industry recognized standards, OEM specifications and requirements

- Battery load testing
- Battery health testing using Impedance, internal resistance or conductance - reliable and safe testing of battery aging status
- Full string replacements
- Expert installation of new cells
- Battery monitoring
- Certified disposal of used batteries
- Lubrication and torque checks
- Thermography.



### Upgrades & Retrofits

Increased infrastructure life and optimized energy efficiency

- EC Fans enhance energy savings on installed equipment
- Vertiv ICOM Control enables communication capabilities of multiple units
- Programmed fan and capacitor replacements extend UPS service life.

### Installation, Start Up & Commissioning

Complete turnkey capability

- Factory trained experts carry out professional installation
- Installation and pre-power checks
- Optimized hardware and software configurations
- Operational and functional testing.

### Remote & Site Monitoring Services

System-wide monitoring solutions

- 24 hour help desk support by expert engineers
- Remote preventive maintenance for proactive identification of anomalies
- Remote battery testing
- Alarm management
- Field incident resolution
- Equipment optimization advice
- 24/7 customer access via internet
- Third party equipment integration
- Customized reports
- Integration with high level platforms via SNMP.

### Vertiv LIFE™ Services Remote Diagnostics

Maximized system availability via real-time diagnosis and resolution of operating anomalies

- 24-hour monitoring and service delivery by expert engineers
- Monitoring and trending of system data
- Diagnosis through expert data analysis allowing effective proactive maintenance and prevention of future anomalies
- Prompt alarm identification and resolution
- Alarm notification
- On-site corrective maintenance dispatching
- Third party equipment integration
- Customer reporting

### Data Center Assessments

Complete infrastructure audits maximize system availability and enhance data center efficiency

- Airflow, heat and power assessments
- Temperature measurements
- Floor plan layout
- Reporting
- Recommendation.

### Spare Parts

Delivering the fastest system recovery

- Extensive availability of spare parts
- Access to captive spare parts
- 24 hour express delivery.

## VERTIV™ TRELLIS™ PLATFORM

Vertiv™ *Trellis* platform is a real-time infrastructure optimization platform that enables the unified management of data centre IT and facilities infrastructure.

The Vertiv *Trellis* platform software can manage capacity, track inventory, plan changes, visualize configurations, analyze and calculate energy usage, and optimize cooling and power equipment as well as enable for virtualization.

The Vertiv *Trellis* platform monitors the data center, providing a thorough understanding of system dependencies to help IT and facilities organizations keep the data center running at peak performance.

This unified and complete solution, delivers the power to see the real situation in your data center, make the right decision and take action with confidence.

## EXPERT TRAINING

Our Customer Engineers are trained by the Vertiv Academy. The Academy is dedicated to ensuring that engineers strengthen and maintain their technical skills, knowledge, and know-how, increasing their existing expertise with relation to product life-cycles, commissioning, maintenance and field-based incident resolution.

The Vertiv Academy has a number of accredited sites throughout Europe, Middle East and Africa which deliver essential training to local engineers and business partners.

Academy training ensures that Customer Engineers excel in terms of the latest developments in products, safety and industry standards as well as innovation.


## Service Contract Portfolio

The regular maintenance of the critical infrastructure which supports business operations is vital.

The most comprehensive insurance for business protection can be obtained with a service contract. From single equipment to entire critical infrastructure, Vertiv's complete range of services provide customers with service agreements tailored to meet individual business needs.

Vertiv's service offering ensures that customers can rely on continuous system availability, increased uptime, fast downtime recovery, minimized operating costs and maximized return on investment, while entirely protecting their assets.

Find below a map of our existing service contract offering:

Warranty		After Warranty	
Premier Warranty		Premier	
<b>Vertiv™ LIFE™ Services</b> <b>Preventive Maintenance</b> <b>Response Time</b>		<b>Vertiv LIFE Services</b> <b>Preventive Maintenance</b> <b>Response Time</b> <b>Labor included</b> <b>Spare Parts</b>	The Premier service contract includes the following benefits: <ul style="list-style-type: none"> <li>• LIFE 24/7 remote monitoring and diagnostic services</li> <li>• A defined number of 24/7 annual preventive maintenance visits</li> <li>• 24/7 emergency service with priority on-site response for emergency breakdowns: 4 clock hours (optional 8 working or 8 clock hours)</li> <li>• Inclusive of parts and labor</li> </ul>
Preferred Warranty		Preferred	
<b>Preventive Maintenance</b> <b>Response Time</b>		<b>Preventive Maintenance</b> <b>Response Time</b> <b>Labor included</b> <b>Spare Parts</b>	The Preferred service contract includes the following benefits: <ul style="list-style-type: none"> <li>• A defined number of 24/7 annual preventive maintenance visits</li> <li>• 24/7 emergency service with priority on-site response for emergency breakdowns: 4 clock hours (optional 8 working or 8 clock hours)</li> <li>• Inclusive of parts and labor</li> </ul>
Warranty LIFE		Essential	
		<b>Preventive Maintenance</b> <b>Response Time</b> <b>Labor included</b>	The Essential service contract includes the following benefits: <ul style="list-style-type: none"> <li>• A defined number of 24/7 annual preventive maintenance visits</li> <li>• 24/7 emergency service with priority on-site response for emergency breakdowns - 8 clock hours (optional 8 working or 4 clock hours)</li> <li>• Inclusive of labor</li> </ul>
Vertiv™ LIFE™ Services		Basic	
		<b>Preventive Maintenance</b> <b>Response Time</b>	The Basic service contract includes the following benefits: <ul style="list-style-type: none"> <li>• A defined number of annual preventive maintenance visits during business hours</li> <li>• 24/7 emergency service with priority on-site response for emergency breakdowns - 8 working hours (optional 8 clock or 4 clock hours)</li> </ul>



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