

Operation Services

Simplify data center maintenance

Life Is On



Who runs your data center?

In an environment where downtime is not an option, effective operations and maintenance need to be implemented by well-trained specialists with superior technical skills. With Schneider Electric™ Operation Services, we'll ensure your data center gets the customized care it needs, allowing you to focus on your business.

Operation Services: Customized management, from basic to advanced

Vendor Management: Scheduling and coordination

Our single point of contact handles scheduling and dispatch for your computer room's or data center's preventive, corrective, and emergency maintenance services. We manage all phases of maintenance contract procurement from vendor selection, qualification, and bidding to ownership of the contractual agreement.

- 24/7/365 emergency support
- Standardized scope of work
- Online electronic document management

Managed Maintenance: Reduce risk of error

Add a structured change management system to our Vendor Management services. Our Field Service Project

Managers develop and implement both standard and emergency operation procedures and ensure there is strict adherence. This significantly reduces the risk of error during service execution.

- Emergency reporting and dispatch
- On-site supervision of vendor service activity
- Quarterly business review

Facility Operations: Full-time, on-site personnel

Get all features of Managed Maintenance, plus full-time, on-site staff to maintain and operate your data center. Our highly evolved program focuses on emergency preparedness and response, allowing you to focus on your core business. We help you lower total cost of ownership through maintenance program optimization, implementation of our DCIM solution, and a commitment to continuous quality improvement.

- Dedicated on-site personnel
- Daily, weekly, or monthly reporting
- Operations procedures and management
- Market-leading StruxureWare™ for Data Centers DCIM solution

Now you can reduce OpEx, avoid unplanned costs, and increase uptime throughout your data center's life cycle.

Services for your critical data center systems

- Electrical generation, storage, and distribution
- Heating, ventilation, and air conditioning
- Building control and monitoring
- Fire suppression
- Security
- Fuel systems
- IT technical space

Why use Operation Services?

Reduce OpEx

Decrease normal operating expenses such as maintenance contracts, consumable materials, and power consumption.

Avoid unplanned costs

Reduce service interruptions, equipment repairs, SLA violations, and customer dissatisfaction.

Increase uptime

Improve equipment reliability and systems availability through the application of change management and quality management principles.

Standardize programs

Get consistent service delivery with the ability to develop comparative metrics as well as scale and replicate services.

Keep improving

Formalize process improvement by applying quality management principles — improving efficiency, quality, and profitability.

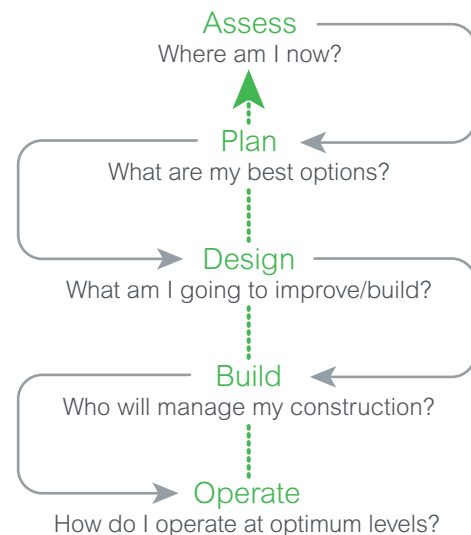
Data Center Life Cycle Services

Operation Services are part of our full range of Data Center Life Cycle Services. Whether you are considering building a new data center or upgrading and modifying an existing one, we help you respond to evolving business needs. Proactively optimize from planning to ongoing operations, and make your data center safe, efficient, and available today.

- **Assess**
Understand your performance and address technical and business challenges.
- **Plan**
Determine optimal performance, timing, regulatory compliance, or sustainability.
- **Design**
Access an extensive design library to meet performance and safety needs.
- **Build**
Finish on time and on budget with commissioning, startup, and on-site project management.
- **Operate**
Simplify operations and minimize downtime with basic to advanced service offerings.

Meet performance and safety targets. Gain peace of mind that your data center is operating at an optimum level at all times.

Data Center Life Cycle Services



Why Schneider Electric?

Only our comprehensive approach combining technical expertise and insight from rack to row to room to building can increase performance, reliability, efficiency, and safety throughout your data center's life cycle. While most service suppliers are simply general facility management companies, our group of technicians has specialized data center experience. We use standardized best practices and proven methodology, leveraging automation tools and repeatable processes developed over 15 years of maintaining and operating critical facility systems.

Schneider Electric

132 Fairgrounds Road
West Kingston, RI 02892 USA
Phone: 401-789-5735

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