

Managed Services

A Holistic Approach

The data center's critical infrastructure (electrical distribution, UPS, cooling, generators, etc.) is often viewed as a collection of disparate systems. This viewpoint is further reflected in the service strategies executed to maximize data center uptime. Organizations frequently rely on multiple different brand-, device-, or location-specific vendors to perform maintenance and testing on their critical systems. This component-level approach brings with it a variety of operational inefficiencies, an increased potential for downtime caused by human error and it opens the door to finger-pointing between vendors if a problem does arise.



In contrast, Schneider Electric views the data center's critical infrastructure as a single system and our Managed Services offer allows customers to increase uptime and operational efficiency by providing

single point management and coordination of all services throughout the data center lifecycle. Managed Service is vendor agnostic, encompasses all critical equipment disciplines and ensures consistency of service quality, methods and performance across every site in your organization.



Take Action

As a leading manufacturer of electrical distribution and critical power & cooling equipment (our brands including APC, MGE, and Square D), Schneider Electric is uniquely poised to provide expert service for your entire data center power train. Visit our web site or call our service sales team today and let us help you optimize your maintenance strategy with Managed Service.

 1.800.800.4272

Visit: www.apc.com/support/service

Perfect Delivery

> Dedicated Inside Project Management

Managing multiple vendors and their unique processes is complex and taxing. With Managed Services from Schneider Electric, a dedicated project manager is assigned to your organization. The project manager is based in our state-of-the-art National Operations Center (NOC) and serves as your single point of contact for service scheduling, coordination and emergency needs. Our NOC capabilities include problem identification, toll-free 24 hour support, centralized dispatch for emergency service, support of multiple monitoring systems, centralized document management, and tailored emergency response procedures.

> Dedicated Field Project Management

If desired, dedicated field project management is also available within Schneider Electric's Managed Services portfolio. A Field Project Manager (FPM) serves as the "Right Hand Man" to data center or critical load owners. It is the FPM's responsibility to understand each site and its inherent complexities in gross detail and to apply that knowledge to provide exceptional customer care. The FPM assists in writing detailed methods of procedure (MOPs), responds to emergencies, and provides on-site supervision of all service work. The FPM enforces strict adherence to MOPs and ensures the highest level of service delivery in the field.

> Performing to Your Standards

Managed Services are customizable to fit the specific requirements of your business.

Service Capabilities

Brand Agnostic. Multi-discipline. Customizable.

The best service plan is one built specifically for your business. It is common for maintenance requirements to vary by facility, based on site criticality, and Managed Services from Schneider Electric offer the flexibility to develop a plan that is right for you.

Electrical Distribution

Medium & Low Voltage Switchgear

- Inspections
- Preventative Maintenance

Medium & Low Voltage Transformers

- Thermography / IR Scanning
- Breaker Injection Testing & Coordination Studies

Distribution Panels & Panelboards

- Electrical Risk Assessments & Power Quality Studies

Emergency Power

Generators

- Inspections
- Preventative Maintenance

Automatic Transfer Switches (ATS)

- Load Bank Testing
- Fuel Polishing & Fluids Sampling (Fuel/Oil/Coolant)

Paralleling Gear

- On-Site Response

Uninterruptible Power Supplies

UPS

- Preventative Maintenance
- Battery Services (Wet Cell & VRLA)

Battery Cabinets

- Full Service Contracts
- On-Site Response

STS • PDU • RPP

- DC Plant & Associated Battery Maintenance

Cooling Systems

Precision Cooling (CRAC/CRAH)

- Inspections
- Preventative Maintenance

Chillers • Cooling Towers

- Full Service Contracts
- On-Site Response

Air Handlers • Pumps