

# IOT Monitoring Solution



A Vertiv™ Case Study



## ABOUT THE CUSTOMER

A global professional services company with over 5 lakhs employees in more than 120 countries, provides a range of services and solutions in strategy, consulting, digital, technology, and operations.

Combining deep experience and specialized skills across more than 40 industries and all business functions—underpinned by a worldwide delivery network.

The company works with combination of digital-, cloud- and security-related services enabled by innovative technology.

The company works at the intersection of business and technology to help clients improve performance and create sustainable value for stakeholders

## INITIAL CHALLENGES FACED

- Remote monitoring – Not available with customer – relying on facility manager
- Covid-19 – challenging situation and hence requirement was generated
- Standalone monitoring, time based, which begins with an event such as a UPS in bypass alarm, a battery failure, or loss of communications alarm. Each of these events warrant a set of actions both from the IT/facility manager and the service provider.
- Customer had to rely on the Facility Manager for monitoring the equipment, and Covid-19 generated major challenges to fulfill the same.

## CASE SUMMARY

**Location :** Bangalore

**Critical Needs:** Vertiv sought to achieve remote monitoring with simplified and low cost solution. The company also desired advanced monitoring capabilities for continued best-practice data center management.

### Current Scenario

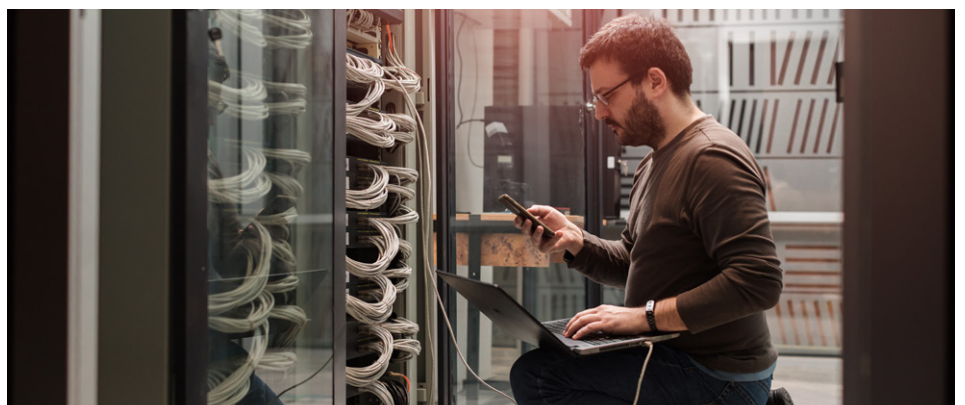
Currently at the company there is no remote monitoring option hence relied completely on facility incharge to take UPS readings.

## THE SITUATION BEFORE IMPLEMENTING VERTIV'S SOLUTION

Before implementing IOT Solution at the company, UPS were being monitored manually.

There was no provision for remote monitoring solution, the reading were physically captured by facility in charge. Also there was IT restrictions in the company network that now device was possible to be connected to their network hence.

There was a need for bringing all the device into one platform for monitoring with virtual network.



## VERTIV SOLUTION

The need for centralized and remote monitoring would allow Vertiv to provide Simplified and best solution on IOT platform.

Vertiv was experience with legacy product of RDU for monitoring.

Considering the Customer's Network challenge we as Vertiv customized a tailored solution on IOT platform.

Vertiv Chose to partner with local vendor to provide partnered solution to the company.

Vertiv was successful in presenting the solution to win the confidence of customer.

The company chose to partner with Vertiv for monitoring solution.

In the 1st phase we bagged order for IOT monitoring of 127 Machines across India.

With this solution our customer is able to Email and SMS alert and can monitor all the assets remotely.

Also the company is building their global system called CCC (Customer Command Center)

And IOT is compatible to feed data to their Customer Command Center system and bring every equipment in the network to central system.

## THE RESULT

- Provided better and simplified solution for Monitoring
- Gained uniformity in getting instant alerts to all the stake holders for every log that UPS generated
- Eliminated the need for physical presence of engineer for taking readings.
- IOT is also compatible to feed input their global platform and future ready product.

