VERTIV™

DATA CENTER SERVICES

A Higher Level of Service Expertise

Trust the Data Center Experts for Service Solutions Designed to Keep Your Business Running

At Vertiv™, we want to work with you to create a world where critical technologies always work. That's because we all depend on technology, almost every moment of every day, to enable our work, our communications, and our lives. This constant connectivity is more than an expectation. It is vital to progress. However, technology doesn't enable progress unless it is reliable and available.

Our ability to stay connected is powered by data centers, communication networks, and commercial and industrial applications across the globe. It is because of people like you, who build and maintain these digital nerve centers, that we continue to progress. We understand just how important your job is. Simply put, you can't fail.

We are here to support you with service solutions for your critical infrastructure and to ensure that your vital applications always work.
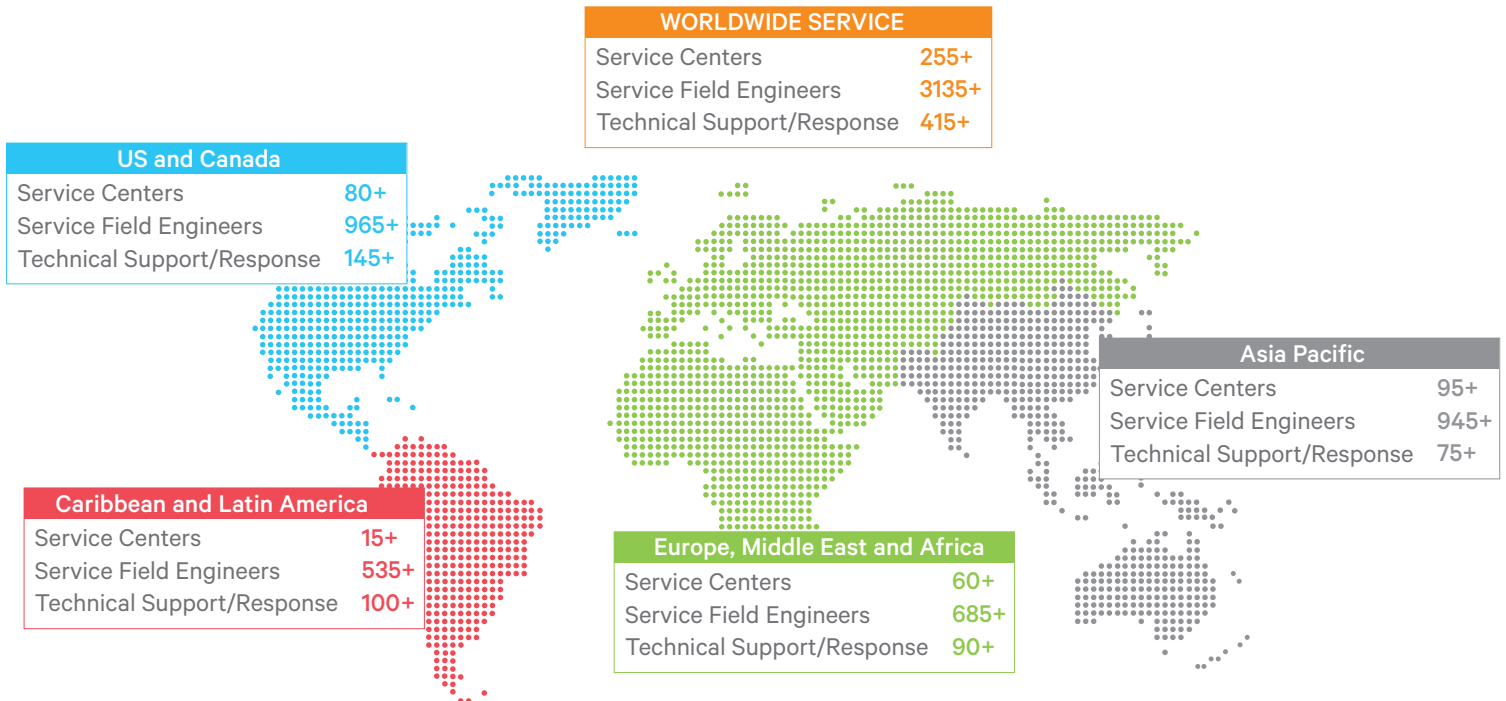
Reputation and Resources

Vertiv was built into an industry leader by consolidating some of the strongest brands in power, thermal, and IT management and by delivering unsurpassed performance in our wide range of services.
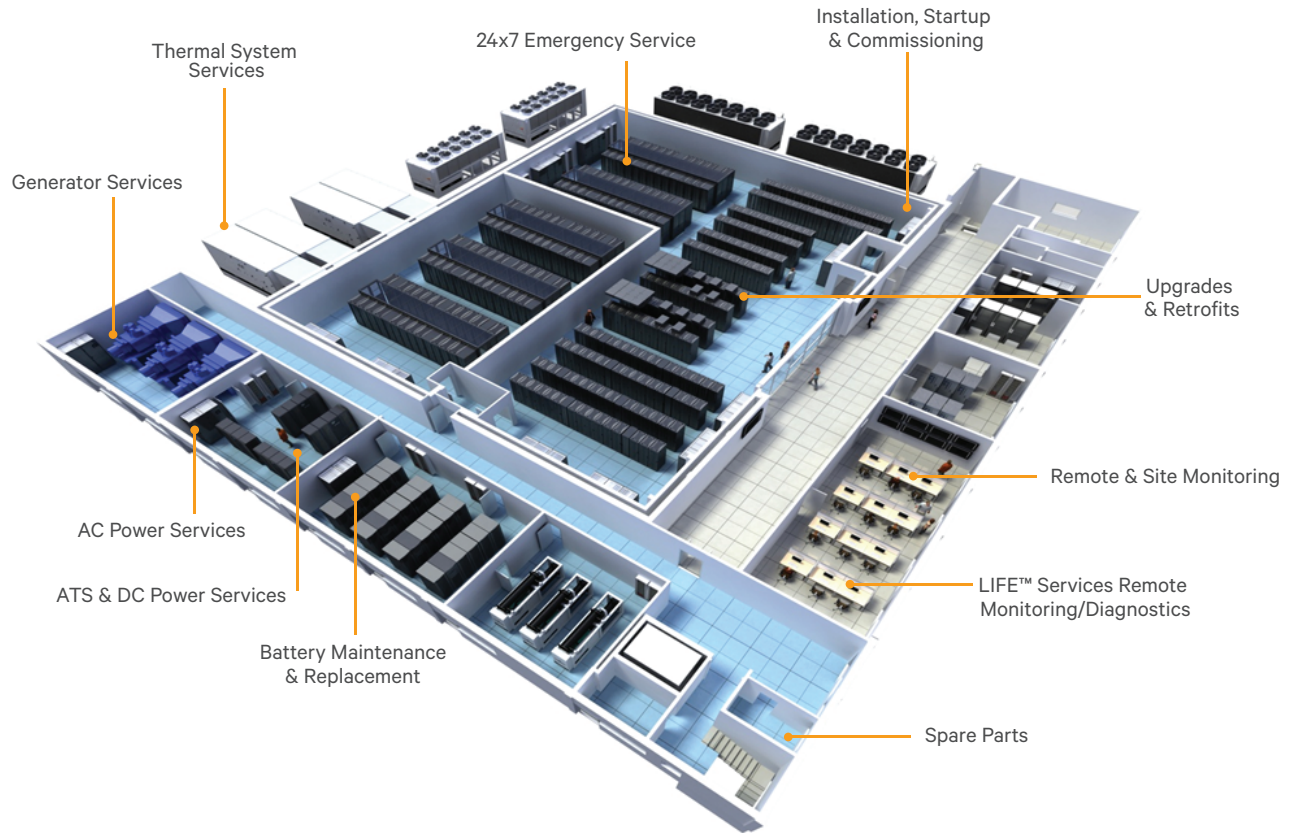
Our company's foundation is built upon deep expertise and experience in the industries we serve, and our reputation has been built over decades through our flagship brands like Chloride®, Liebert®, NetSure™ and *Trellis™*.

Global Presence

We bring this combination of strengths to life on a global scale, ensuring that we're able to serve you wherever you do business. Vertiv has the largest factory-trained service force with more than 3,000 field engineers.

Our service team members are located in virtually every major country across the globe and are backed by more than 400 technical support/response personnel. This means that no matter where you operate, you are covered by the most knowledgeable engineers and technicians available.

WORLDWIDE SERVICE	
Service Centers	255+
Service Field Engineers	3135+
Technical Support/Response	415+

US and Canada	
Service Centers	80+
Service Field Engineers	965+
Technical Support/Response	145+

Asia Pacific	
Service Centers	95+
Service Field Engineers	945+
Technical Support/Response	75+

Caribbean and Latin America	
Service Centers	15+
Service Field Engineers	535+
Technical Support/Response	100+

Europe, Middle East and Africa	
Service Centers	60+
Service Field Engineers	685+
Technical Support/Response	90+

Thermal System Services

Generator Services

24x7 Emergency Service

Installation, Startup & Commissioning

Upgrades & Retrofits

AC Power Services

ATS & DC Power Services

Battery Maintenance & Replacement

Remote & Site Monitoring

LIFE™ Services Remote Monitoring/Diagnostics

Spare Parts

Delivering Service Expertise Across Your Entire Mission-Critical Infrastructure

In every part of the world, customers are facing similar challenges that require a trusted advisor—one with the right expertise and resources to deliver needed business solutions. We make a difference for customers through solutions that offer industry-leading efficiency and reliability, and back them with our unmatched expertise to ensure that every customer's objectives are achieved.

Prepared to Meet Your Challenges

At Vertiv™ we are continuously investing in our people. Through the Vertiv Academy, we are educating technicians, customers, and partners on the latest technical innovations, operations, and maintenance techniques for mission-critical power and cooling equipment.

- State-of-the-art facility located in Westerville, Ohio

- Built in 2009 for $1.5 million

- 11,000 square foot teaching lab

- Home to more than 200 different pieces of equipment valued at more than $5 million

- Full-time staff delivering year-round training

- Training provided in 11 different classrooms

In addition to training, Vertiv also invests in other parts of the business to further improve the speed and accuracy of the services we deliver. In fact, nearly 100 percent of emergency parts orders are delivered in less than 24 hours.

- Sophisticated parts logistics system ensures the right part gets to the right place at the right time

- Millions of dollars in readily-available parts inventory housed in geographically dispersed parts hubs

- Utilization of the most advanced tooling and instrumentation available

- Approximately $10,000 of gear allotted to each technician helps ensure the fastest possible issue resolution

A Foundation of Safety

Vertiv™ maintains and follows all safety and compliance regulations necessary to keep our service team from harm and protect you from liability.

- Employees ownership of and participation in the safety and health program

- Robust online and offline safety training program

- Service personnel perform site safety and health audit prior to every job

- Defined process for tracking training and requirement for a refresher every two years

- Annual management and independent audits of service employee compliance

- Winner of safety awards

Integrated Support Platform

We understand that the cost of downtime can be staggering. It disrupts your business, distresses your customers, and impacts your bottom line. It pays to have a service partner with global reach and one that has the resources needed to provide the best and fastest solution to critical system problems. Our global service support infrastructure enables:

- Efficient service delivery with more first-time fixes and reduced mean time to repair (MTTR)

- Consistent service and quality everywhere our customers operate

- Extended equipment service life

- Longer mean time between failures (MTBF)

- Reduced risk of downtime

- Reduced service delivery costs

Complete Lifecycle Approach

With the most comprehensive and rigorous training and job progression process in the industry, our technicians are data center service experts.

Each year, our field technicians undergo hundreds of hours of technical and safety training before ever touching your critical infrastructure.

When Vertiv technicians are needed at your site for project, maintenance, or performance services, they are equipped with the resources they need to meet your business requirements.

PROJECT

When launching new facilities or powering up new equipment, having industry experience and best-practice knowledge on your side helps you do it right—right from the start.

- Project management
- Deployment and startup
- Commissioning
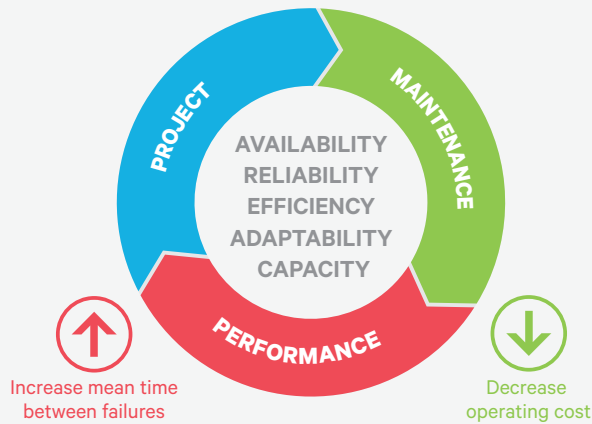
MAINTENANCE

Regular predictive and preventive maintenance protects your investment in critical assets and helps ensure business-critical infrastructure operates efficiently, safely and reliably.

- Emergency response
- Preventive maintenance
- Remote services
- Spare parts

PERFORMANCE

Identifying vulnerabilities or opportunities to optimize the performance of aging infrastructure allows you to lower costs and maximize availability.

- Assessment and optimization
- Upgrades and replacements
- Electrical engineering
- Safety and compliance

PROJECT • MAINTENANCE • PERFORMANCE

AVAILABILITY
RELIABILITY
EFFICIENCY
ADAPTABILITY
CAPACITY

↑ Increase mean time between failures

↓ Decrease operating cost

Choose an Established Service Partner that Understands Your Mission Is Critical

Whether you want to extend the service life of your equipment, decrease capital investment, improve efficiency or increase availability, we have a service solution that will work for you.

We get that your mission is critical. Your success is our success. That's why we have account management tools and resources to make our partnership and your business thrive.

Customer Success Management

Enjoy a single point of contact that serves as your advocate. Having this liaison ensures fast problem resolution and ongoing communication. Our customer success manager will coordinate and monitor your service activities across multiple sites and vendors. He or she will also ensure issue escalation if ever you have equipment that goes offline.

With customer success management, you'll also receive customized reporting including such information as services completed and response times.

Your customer success manager serves as your voice, which allows for ongoing organizational improvement. Being intimately involved with your needs, he or she will be able to help improve the health of your data center through service recommendations.

Customer Service Network

Our online portal puts comprehensive service knowledge at your fingertips. The Customer Service Network (CSNet) is available 24x7 through an internet connection, allowing you to access information on every piece of your power and thermal equipment under contract or warranty. At your convenience, you'll be able to view service histories, customer training videos, warranty expiration notifications, and factory notices.

Having easy access to this information enables improved critical asset management that supports your business goals.

Customer Resolution Center

Help dealing with your critical system issues is just a phone call away. And when you call our 800 number, you will never reach an answering service or voicemail. You will always be connected with a person for immediate assistance.

Our state-of-the-art call center is staffed with infrastructure experts that are part of the largest customer support teams in the industry. It is also equipped with technology that indicates weather patterns and natural disasters that could affect your data center.

Team members are armed with the information they need to resolve your call, which on average, takes less than three minutes.

VERTIV.™