

## CHANGING THE DATA CENTER LANDSCAPE

A single source of expertise for the entire life cycle of your data center

## Customized Facility Management

Symetrix's team of specialists understands both the architecture and the capabilities of the equipment, we can ensure that all systems in these technologically intensive facilities remain operational and functional.

Focusing on core business activities is the key to achieving a competitive edge. Symetrix can help your business make more efficient use of its resources by providing a comprehensive suite of facility management solutions. Our partnership will continue with the management of your critical facility infrastructure components using best management practices and state of the art technologies to ensure exemplary system availability and stability.

Our portfolio offers a complete range of flexible, worry-free services, tailored to each client's specific needs and designed to ensure maximum uptime and continuous availability for your data center.

With Symetrix facility management services, you get:

### > 24/7/365 Service Desk across Canada

- ITIL® standards-based management services (ITIL is the most widely used IT framework today)
- Incident management (detection, investigation, diagnosis, resolution, report and monitoring) that delivers speedy restoration of normal operations
- Problem management to resolve the root cause of incidents and prevent recurrence of related incidents
- Event management (preventive maintenance, installation)
- Change management and proactive identification of system improvements
- Procurement of new or refurbished equipment and accessories
- Equipment recycling and disposal
- Detailed Service Levels Agreement (SLA) – response time, escalation requirements, uptime, scheduled maintenance window, on-site technician delay, etc. – based on client impact criticality

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WE GO  
BEYOND  
MAINTAINING  
THE COMPONENTS  
OF YOUR  
INFRASTRUCTURE:  
WE MANAGE  
YOUR  
FACILITY



> **Complete facility management**

- Monitoring combined with proactive response to alerts and post-incident reporting
- Capacity and availability management
- On-site specialized service engineer
- Technical and safety training program
- Quality assurance and risk management
- Decontamination services
- Room air tightness
- Management of non-technical subcontracted services such as maintenance, security, cleaning and access control

> **Assured infrastructure equipment interoperability**

- Project management for service maintenance agreements for each site to ensure interoperability of various components

> **Health checks and assessments**

- Comprehensive health checks and assessments that provide an overview of your data center infrastructure's reliability and efficiency
- Expert identification of strengths, weaknesses and opportunities, as well as proactive customer care for your data center infrastructure that can save you time and money

**Need additional information about our facility management solutions?**

Visit our website at [www.symetrixcanada.com](http://www.symetrixcanada.com) or contact us at 1.877.234.9272.



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