

CHANGING THE DATA CENTER LANDSCAPE

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

Maintenance and technical support services

Most businesses today are highly dependent on IT. Loss of revenue or productivity, customer dissatisfaction, damaged reputation and inability to meet regulatory requirements are just a few of the repercussions of unplanned downtime. For these organizations, business continuity demands a stable, reliable data center infrastructure.

According to Gartner Research, technology failures and environmental factors (e.g. heating, cooling and power failures) are among the primary causes of unplanned downtime in mission-critical facilities. That is why regular servicing and preventive maintenance are essential to maximizing uptime and keeping data centers operating at peak performance.

Case in point: research on the impact of preventive maintenance on UPS (Uninterruptible Power Supply) reliability indicates that the Mean Time Between Failures (MTBF) for units that received two preventive maintenance service visits a year is 23 times better than for a UPS with no preventive maintenance visits.*

Regular maintenance of your electrical and mechanical infrastructures not only helps to mitigate the risk of unplanned downtime and the labour costs associated with emergency work; it can also boost overall equipment effectiveness, lower spare-parts inventory costs and allow you to make more effective use of your resources.

> ONE-STOP MAINTENANCE AND TECHNICAL SUPPORT SERVICES FROM SYMETRIX

Many organizations receive support from several providers, which can lead to cost-inefficiency, loss of time, complexity in terms of service delivery, and high administrative requirements that include multiple invoice and contract management.

Furthermore, when maintenance is done one component at a time, it can be challenging to ensure equipment interoperability in emergency conditions.

With Symetrix as a single point of contact for all of your maintenance and technical support services needs, you benefit from a streamlined business process for your support services that helps you meet your service level objectives.

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SAFEGUARD YOUR
MULTI-PRODUCT,
MULTI-VENDOR
ENVIRONMENT
WITH SYMETRIX –
ONE CONTRACT,
ONE PRICE,
ONE SINGLE
POINT OF CONTACT



Symetrix support solutions feature:

- A complete range of flexible, worry-free services tailored to match the criticality of your systems
- Both preventive and reactive support services to help you mitigate the risk of unplanned outages and recover quickly from incidents that do occur
- Wide-ranging coverage — from individual component to full data center infrastructure coverage
- Support for components from leading manufacturers (APC-MGE, Liebert, Powerware, Caterpillar, Trane, Asco and others):
 - Uninterruptible power supplies (UPS)
 - Power distribution units (PDU)
 - Automatic transfer switches (ATS)
 - Cooling units
 - Generators
 - Fire detection and protection equipment
 - Electrical and mechanical solutions
 - Water treatment equipment

> WITH SYMETRIX MAINTENANCE AND SUPPORT SERVICES, YOU GET:

- **Technical Support 24/7/365 — Symetrix National Service Desk (1 877 234-9272)**
 - Priority access to manufacturer supply chain and help desk
 - Incident management: detection, investigation, diagnosis, resolution, report, monitoring
 - Problem management: root cause resolution, recurrence prevention
 - Flexible on-site service: guaranteed response time** to meet your specific needs, from 4-hour, 8-hour or next day to next-business-day service
 - Logistics coordination, from hardware delivery to installation scheduling
 - Reports on actions taken
 - ITIL® based management services
- **Preventive maintenance visits**
 - Preventive program includes inspections, tests, measurements, adjustments, functional verification and cleaning
 - Frequency based on industry standards and manufacturer guidelines
 - Preventive maintenance visits planning including scheduling, coordination and confirmation
 - Flexible maintenance window including nights, weekends and holidays
 - Parts replacement
 - Corrective maintenance for issues discovered
 - Reports on the condition of your installations and recommendations
- **Assured infrastructure equipment interoperability**
 - Global sub-systems verification, rather than individual component verification, to ensure that infrastructure equipment will operate as expected under emergency conditions

> WITH SYMETRIX AS YOUR TRUSTED PARTNER, YOU BENEFIT FROM:

- **Simplified technical support and maintenance with our single-source services**
 - One number to call
 - Integrated support for your multi-product, multi-vendor infrastructure components
 - Management of communications between service providers and you
 - Ongoing situation updates
 - Proactive planning of preventive maintenance visits
- **Reduced cost of support administration**
 - Multiple service provider management in one single contract
 - One comprehensive support agreement
 - Simplified billing
 - Centralized management of your history and various reports
 - Speedy assistance when you need documentation for administrative purposes (e.g., insurance, budgets, etc.)
 - Service contract renewal with coverage based on your evolving needs
 - Budget planning assistance

* The Effect of Regular, Skilled Preventive Maintenance on Critical Power System Reliability, Emerson Network Power, Nov. 2007

** Depending on product and geographic location

Need additional information about our maintenance and technical support services?

Call us at 1.877.234.9272

