A photograph of a datacenter aisle. On the left, there are rows of dark grey server racks with various cables and labels. A person wearing a green polo shirt and dark trousers is walking away from the camera down the aisle. The floor is made of light-colored square tiles with a grid pattern. The lighting is bright, coming from overhead fixtures.

Schneider Electric Datacenter Operation Services

This comprehensive set of services for your datacenter infrastructure provides a customized solution. We help you maximize your investment to keep your facility and processes at peak operational performance.



Life-Cycle Support Stages



Design & Build

These services and solutions shorten the design time, create efficiencies in processes and facilities, and get your production up and running fast.



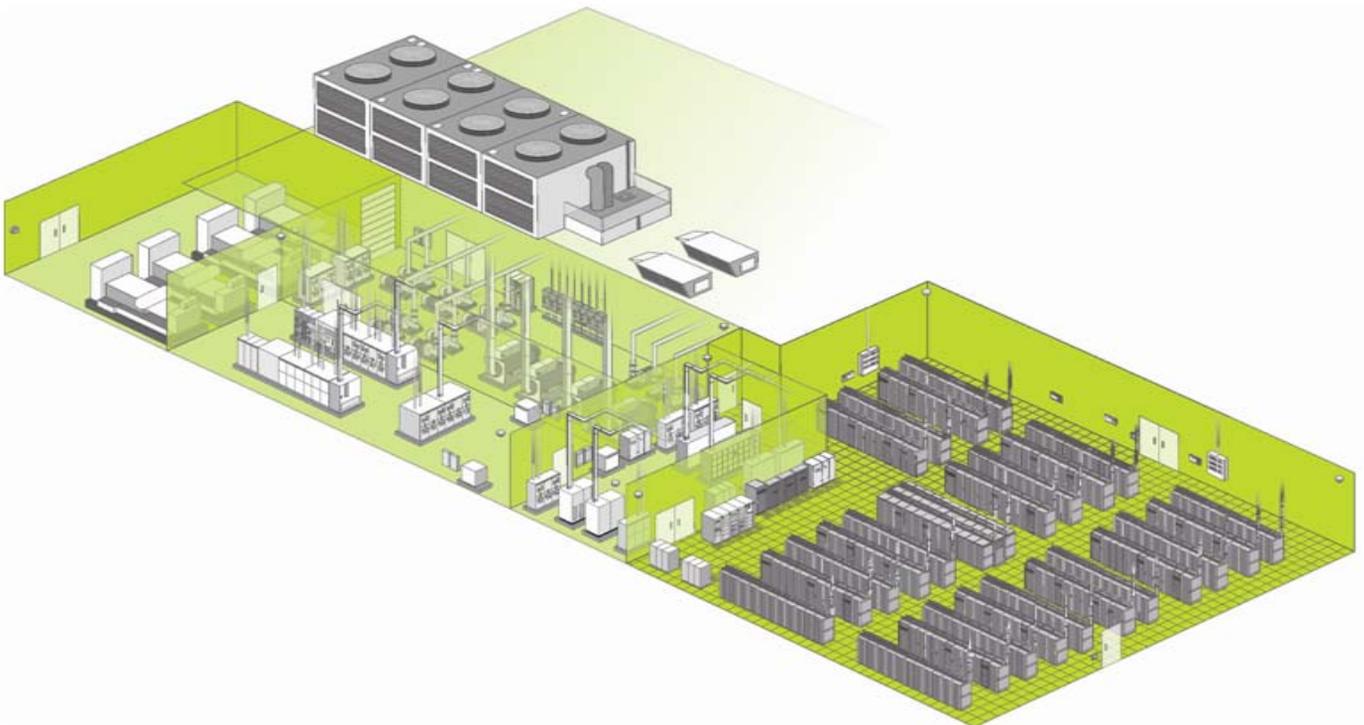
Operate & Maintain

Services and solutions to help ensure the reliability of your power system, processes and networks, and promote workplace safety.



Modernize & Improve

Our solutions extend equipment life, optimize energy savings and help maximize safety and security.





A Single Point of Contact for Services

Installing, maintaining, or upgrading any part of your data center physical infrastructure can be a hassle, especially if you're working with multiple vendors in the process. Schneider Electric is the single point of contact you need for services. We can help you plan, build, and operate any project related to your end-to-end physical infrastructure.

Service and Maintenance for Smooth Operations

Once you're ready to operate, we can be on board to help efficiently maintain your mission critical applications. With proper and regular service to maintain and optimize your data center, you can minimize downtime, protect your investment, and save headaches, time, and money.



> With more than 3,500 field service engineers worldwide, nearly 800 service provider partners and over 400 service centers in 100 countries, Schneider Electric has the unique capability for end-to-end services throughout all phases of your datacenter lifecycle.

> Equipment that can be covered by our datacenter service offer includes:

- UPS, PDU & Batteries
- Cooling (Row, Room & Perimeter)
- Low & Medium Voltage Equipment
- Transformers



The First Step in Datacenter Service

The first step to protecting your assets is investing in a service plan. These plans include the basic coverage that no datacenter should be without: Preventive & Predictive Maintenance, 24x7 Technical Support, Next Business Day response time and priority access to the supply chain.

Preventive & Predictive Maintenance is an on-site examination of the system designed to ensure optimal performance and is scheduled at a time that is convenient for you. Regular maintenance identifies and isolates potential problems before they occur, ensures the system is always operating at peak performance and frees you to focus on core competencies.

24x7 Technical Support ensures that our experienced agents are available 365 days a year, 7 days a week, 24 hours a day. It provides quick access to troubleshooting advice when needed and delivers fast diagnosis of problems and precise solutions.

Our **Next Business Day response time** provides peace of mind that a factory trained technician will arrive on site to quickly identify problems and facilitate corrective action, bringing the business back up and running as quickly as possible and freeing you to focus on other issues. Standard response time is Next Business Day* with upgrades available.

Priority access to the supply chain means a shorter mean time to repair in the event of an emergency. The datacenter service plan provides priority access to parts and ensures that they will arrive on site as quickly as possible.



*Please consult your local Schneider Electric representative for response time availability.



Step Two, Adding Options

Now that basic datacenter service needs have been addressed, there are several options for customization of your contract. These options include response time upgrades, 7x24 preventive maintenance scheduling upgrades, and remedial repair labor & spares coverage.

Response Time Upgrades ensure that a first responder will arrive on site quickly to identify issues and facilitate a corrective solution. Upgrades to 4 hour or 8 hour response are available in many areas,.

7x24 Preventive Maintenance Scheduling allows you to arrange proactive maintenance visits according to your schedule. With this option, maintenance visits can be scheduled any time of day or night, weekends and holidays too!

The **remedial repair labor & spares coverage** gives you the option to upgrade your service plan to include all parts, labor and travel for corrective maintenance. This means no unexpected charges for service and total budget control.



Advanced Service Solutions

In addition to our service plans and options for customization, Schneider Electric also offers an array of advanced service solutions, providing you with the most comprehensive coverage available for your datacenter. Some examples of these services are:

Energy Management Services

Schneider Electric can provide a number of assessment services aimed at improving energy efficiency and enhancing reliability in the data center.

Consulting Services

Our consulting services are available to assist during any stage of your datacenter lifecycle: Design & Build, Operate & Maintain, Modernize & Improve

Software Services

Schneider Electric offers software services including installation, integration, configuration, education, and enhancement, providing support at any point in your project.

Retrofit

With our retrofitting services, Schneider Electric will work with you to replace or add datacenter equipment to improve performance and efficiency.



Why Choose Schneider Electric Services?

- Increase the performance and reliability of your facilities and processes
- Reduce the costs and risks of operations
- Optimize security, comfort and efficient energy usage

For more information



Contact your local
Schneider Electric
representative

Make the most of your energySM

Schneider Electric provides inspired and comprehensive energy solutions that transform the way businesses manage their environment, efficiency, and costs.

As a global specialist in energy management with operations in more than 100 countries, Schneider Electric offers integrated solutions in energy and infrastructure, industrial processes, building automation, and data centers/networks, as well as residential applications. Schneider Electric is dedicated to making individuals' and organizations' energy safe, reliable, efficient, productive, and green from Plant to Plug.