



# Microsoft Technology Centers

## Remote Monitoring Service (RMS)

### Customer

- Collaborative technology centers that provide customers with access to innovative technologies and expertise
- 27 Locations worldwide

### Challenges

- Since data center components are constantly being reconfigured to show customers various solutions, an important aspect of maintaining the MTC is some sort of monitoring in place to ensure the integrity of the facility

### Solution

- Remote Monitoring Service installed at all US-based locations

### Results

- Easy to install
- Ease of adoption by employees
- 24/7 notifications on preset thresholds
- Peace of mind for center operators

This case study focuses on Microsoft Technology Centers (MTCs). Microsoft Technology Centers (MTCs) are collaborative environments that provide access to innovative technologies and world class expertise, enabling customers to envision, design, and deploy solutions to meet their exact needs. Microsoft offers 27 of these locations worldwide for customers to utilize.

Schneider Electric and Microsoft have a longstanding global alliance that goes back to 2000, built on the strength, experience, and broad range of services that Schneider Electric has provided to support the high demands that Microsoft's Technology Centers require. Customers come to the Microsoft Technology Centers (MTC) to envision, architect, and prove new customized solutions based on Microsoft and partner technologies. Because of its industry-leading solutions, Schneider Electric is a large partner in this endeavor.



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## The Challenge

Because of the nature of the Microsoft Technology centers, all components of the data center are constantly being reconfigured to show customers various solutions. These constant manipulations require flexibility and reliability from the equipment in the data center.

One important aspect of maintaining the technology center was making sure that there was some sort of monitoring capability in place to ensure the integrity of the facility. Since Schneider Electric already had in place a strategic alliance with Microsoft, it only made sense to deploy Schneider Electric's Remote Monitoring Services across all of the US-based technology centers.

## The Solution

Schneider Electric's Remote Monitoring Service is a 7x24 solution that acts as a primary or secondary support function. Trained technicians monitor the health status of the physical infrastructure to help diagnose, notify, and resolve problems before they become critical.

All mission-critical infrastructures require appropriate protection through proper system maintenance. The remote monitoring service is an economical and easy-to-use web based service that lets MTC quickly respond to environmental or systems changes. This service reduces the complexity of managing their infrastructure, minimizes the strain on internal resources, and enables them to maintain high availability.



## The Result

From the time that Schneider Electric's Remote Monitoring Service was installed at the Microsoft Technology Centers, the service was helping make life easier for the technicians. Installation was quick and easy, and the ease with which the service is used allowed for instant adaptation.

Over the years, the remote monitoring service has proved to be an invaluable tool to those who work at the MTC. If there are ever issues with heat crossing the predetermined thresholds, notifications are sent immediately.

Also, having the maintenance contracts managed by Schneider Electric saves valuable time. Each service appointment can take several phone calls to schedule, so the scheduling of these appointments takes a huge burden off of technicians. Because of the remote monitoring services, the technicians at the Microsoft Technology Centers are right on top of any and all issues taking place in the facility. They can enjoy peace of mind knowing their facility is being constantly monitored and proactively maintained.



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