

# Take control of your remote IT environments

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All too frequently, businesses lack visibility to their remote IT installations, leading to a chaotic and unmanaged environment. Unlike data centers, which may have qualified staff on hand 24/7, these remote environments may only be accessible to unqualified local staff whose primary role has nothing to do with IT. During normal operation, these sites frequently go unchecked and unsupervised. There is often no clear record of what is installed, what capacities may or may not be available, and what may be in some state of malfunction. This is where Schneider Electric can help.

## Four steps to controlling your remote IT installations



### Evaluate your current assets

Our first step is to review your current list of assets, often with data you supply. However, we can also conduct an on-site asset collection or assessment. The first provides a simplistic site inventory including asset age, status, part number, and serial number. The latter is a more comprehensive review of the IT environment including power and cooling performance, inventories, layouts, pictures, and recommendations.



### Determine your needs

Once inventories are taken and sites assessed, recommendations are made to bring sites up to standards. Any upgrades to IT Infrastructure systems can be managed turnkey by Schneider Electric.



### Connect sites to our experts

One option to maintaining the integrity of remote IT infrastructure is to digitally connect all related devices to the Schneider Electric StruxureOn service. This connects your infrastructure systems to the experts who can be a primary or secondary set of eyes for proactively monitoring any system faults 24/7. Connecting your assets makes them accessible via the StruxureOn mobile app and links you directly to Schneider Electric customer service for quick issue resolution.



### Manage infrastructure systems

It is a common scenario: You are responsible for a "fleet" of IT infrastructure systems, you have limited staff on location, and there are constant issues happening or about to happen. Managing incidents will keep local staff focused on their primary roles, keep systems up, and the business functioning. Again, this is where Schneider Electric can help with infrastructure fleet management. An enhancement to the StruxureOn service, Fleet Management adds on-site resolution to system faults, helping to spot a problem before it has a chance to escalate, fixing it quickly, and greatly reducing the overall mean time to repair.

## Solving customer challenges



### Customer example: Site assessment

#### Customer challenge

The customer was spending too much time managing different systems and equipment across all field offices. When any IT equipment failed or needed to be updated, the facilities department had to coordinate both a Schneider Electric technician and an electrician to resolve the issue. Scheduling issues often resulted in multiple visits to the site for additional maintenance, creating frustration and a loss of time and money. The customer needed help optimizing the process, removing risk, and improving speed of service.

#### The solution

Schneider Electric implemented turnkey operations for each of the facility sites.

All end-user products are managed by Schneider Electric as a single point of coordination, including planning, preparation, and execution of all IT facility operations.

#### Benefits to the customer

The customer has greatly reduced their risk and is able to focus on the full portfolio of their sites per region. Countless man hours have been saved and risk has been removed.

### Customer example: Fleet Management/StruxureWare

#### Customer challenge

The customer had no IT staff on-site and needed help increasing the speed of recovery and equipment installation.

#### The solution

Fleet Management Service from Schneider Electric is an all-inclusive package that provides proactive monitoring, remote troubleshooting, and repair or replacement of equipment in the event of failure, regardless of UPS age or location.

#### Benefits to the customer

Utilizing Schneider Electric's Fleet Management Services and StruxureWare™ software

solutions, the customer saw a 99% drop in site outages and greatly increased their availability and site up-time.

Schneider Electric offers a wide variety of services to help your critical equipment stay up and running with as little management as you desire. Let us know how we can help with your challenges.

#### Schneider Electric

Boston One Campus  
800 Federal Street  
Andover  
MA 01810  
Phone: +1 8773425173

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