Vertiv™ Life™ Services provides continuous insight into critical equipment operation to improve performance, streamline service processes for faster issue resolution, and add deep equipment and service expertise to any organization without overhead.

Vertiv Life Services connects critical systems with Vertiv engineers who continuously monitor and analyze real-time operating data to identify trends, predict behaviours, and respond immediately to out-of-norm conditions, either resolving issues remotely or dispatching a field engineer within minutes.

The result is a connected service experience that leverages data and expertise to optimize equipment performance and maximize availability.

Plug Into Our Expertise With Service Contracts

The regular and proactive maintenance of critical infrastructure is vital in supporting your business operations. The most comprehensive insurance for business protection can be obtained with a service program from Vertiv which includes access to Vertiv™ Life™ Services.

Vertiv’s service offering ensures that you can rely on continuous system availability, increased uptime, fast downtime recovery, minimized operating costs and maximized return on investment, while entirely protecting your assets.
Reduce Downtime:

- Remote diagnostics and direct connection to field service provide the fastest possible reaction and resolution, improving first-time fix rates and time-to-repair.
- Our fast effective incident response capability maximizes the availability of your critical infrastructure and delivers uptime assurance.
- With the broadest, most comprehensive service presence in the industry, your business is always protected and assistance is close by whenever needed.

Maintain Optimum Performance:

- Continuous data-driven expert analysis of critical systems enables ongoing maximization of equipment reliability and efficiency.
- Vertiv expert engineers monitor your equipment from the Vertiv Life Services centers, proactively analyzing data and trends, to identify actions ensuring equipment optimal performance.
- With a data-driven approach the focus is on current equipment status and operational trending.

Data Security With State-of-The-Art Technology

Security for us is paramount and our cloud-based service makes use of state-of-the-art technology to grant it. Critical system data is communicated securely over HTTPS to the remote service center. This HTTPS connection includes the use of SSL certificates. This ensures that all data transferred to the remote service center is fully encrypted and unable to be read by unintended third parties.
Minimize Overhead:

- Vertiv™ Life™ Services is a cost-effective approach to ensuring the availability and performance of critical systems, providing deep expertise and fast response without having to dedicate on-site personnel to monitor and manage equipment service.
- Adding in the diagnosis capability of remote system engineers allows our customer engineers to be armed to quickly, accurately, and safely restore equipment to its proper operating condition.

Remote troubleshooting to avoid downtime
Conscious decision-making using equipment data
Root cause analysis for performance restoration

Comprehensive Information:

- All equipment operational conditions are tracked, together with any remote resolution activities, populating a comprehensive report available on a fixed schedule defined by the customer.