Vertiv™ Storm Preparedness and Response

About Vertiv

With over 3,000 field service engineers world-wide, Vertiv has extensive technician support to react quickly and provide real service to your data center following a storm. Our team meets daily to review potential hazards to our regions and ensure that our team is prepared to respond so that your facility is best protected from disaster.

Avoid mission critical downtime, with real service from Vertiv when disaster strikes, we are there taking measures to provide responsive service to our customers in any affected area.



EMPLOYEES
~19,700



SERVICE CENTERS
270+ globally



CUSTOMERS
25+ year relationships



REACH
130+ countries

Vertiv™ Storm Preparedness:

Storms are some of the most powerful forces of nature that can destroy all in their path, requiring exceptional support to rebuild. Before a storm, Vertiv takes actions to ensure we are prepared to serve your datacenter and ensure you are back up and running as soon as possible.

- Vertiv's crisis management monitors weather throughout the regions to prepare for any potentially detrimental weather event.
- When a weather event is identified, the Vertiv team reaches out to customers at risk to provide them with information about preparing their data center.
- Ahead of a storm, Vertiv identifies technicians in the area, ensures that they are safe, and develops a response team.
- In preparation for response, we gather critical supplies to ensure effective response, including fuel and generators.
- Vertiv has a 24/7 crisis hotline through the Network Operations Center (NOC) Call +1- 614-841-6000 or email NOCTEAM@Vertiv.com.

Vertiv™ Storm Response:

Our goal is to help you minimize downtime. Don't find yourself without service support. Following a storm our team of Vertiv trained technicians are ready to help you get back up and running.

- Following a storm, Vertiv dispatches our response technicians to inspect impacted data centers and provide support for repair and replacement.
- We dispatch additional service personnel from across the country and establish local command centers to provide on-site support to our customers in effected areas.
- Upon arriving on-site, our technicians assess the damage to mission critical equipment and develop a plan for service and replacement as necessary.

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Be Proactive: Prepare Your Data Center

Limit damage to your datacenter. When a storm comes through it can have great impact on a data center. From power outages and surges to water and debris damage, storms can down a datacenter. Follow these tips to reduce the risk of damage to your datacenter and protect your employees and equipment.

If you have service coverage, make sure that your PMs are done on schedule.

- If you don't have service coverage, call your local office for maintenance and health check consultations.
- Make sure all your data center power and cooling equipment are properly maintained through Vertiv services.
- Be prepared for a power outage, have you considered an annual scheduled blackout (pull-the-plug test)? Ensure your batteries are working properly.
- Consider the age of your batteries, capacitors, and fans.
- Prepare a crisis plan so that you are ready when a storm occurs. Vertiv has a severe weather checklist and data center checklist to help you develop a plan of action.

Power Equipment Tips

The National Electrical Manufacturers Association (NEMA) publishes a guide on how to evaluate electrical equipment exposed to water damage. Read the most current recommendation before addressing your power equipment.



Contact a Vertiv Service Rep

Rep Name

Title

Phone Number

E-mail

Vertiv Crisis Hotline

Network Operations Center (NOC)

P: +1- 614-841-6000 | E: NOCTEAM@Vertiv.com

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