

Vertiv™ Environet™ Alert Services



Data Center Monitoring Software Services and Support

Overview

Environet Alert services help you gain fast access to powerful monitoring software and ensure its full usability across its lifecycle.

Benefits include:

- **Gain convenience** – Use our highly skilled service engineers to integrate your devices, enabling your IT team to focus on other duties.
- **Increase speed to market** – Harness turnkey services to get started with the solution quickly and gain a single pane of glass into your data center operations. Manage threats proactively, ensuring continuous operations.
- **Leverage expertise** – Tap the expertise of trained engineers who are skilled at setting up Environet Alert and tailoring the solution to a wide array of customers' needs and environments.
- **Get lifecycle support** – Get the support you need at project startup and across the software lifecycle. Vertiv will help you upgrade software, scale the solution across devices and resolve any incidents you have. Benefit from standard service-level agreements.

Vertiv™ Environet™ Alert is software that enables your organization to monitor data center infrastructure and is cost-effective and easy-to-use. With Environet Alert, data center operators gain the capabilities they need to ensure the uninterrupted operations and optimal performance and scalability of their networks.

Environet Alert provides superior monitoring, alerting, trending and data organization capabilities for verticals such as healthcare, financial services, government, retail and more, helping to protect and grow your businesses.

Vertiv provides services to help you get started with Environet Alert and maintain the solution across its lifecycle. Here's how to get started and receive the ongoing support you need.

Integrating Environet Alert into Data Center Operations

You have two options to onboard Environet Alert into your business and data center operations. Use our simple starter pack to get started with a few devices and gain experience with the software. Purchase turnkey services when you need speed, convenience or scale across a larger installed base of devices.

Option 1: Use our basic services to start monitoring fast

Get started with Environet Alert quickly with the support you need to configure up to five devices. All work is performed remotely by Vertiv™ factory-trained service engineers.

- Vertiv will enable Environet Alert on the server you designate and apply the proper licenses.
- We'll load your device templates into the software, along with our current template database for all other devices.
- We'll integrate and test up to five unique devices into Environet Alert. Devices must be online and reachable via designated default ports. If you need additional devices integrated beyond the five that are included, consider purchasing our turnkey services below.
- We'll create one board organization at your direction, to help you define the hierarchy and navigation of the software's visual interface.
- Our Services team will build one floorplan view, using an image provided by you. Additional components on the view can be added by you quickly and easily after services are completed.
- We'll import your existing IT asset database based on data you provide to match the template for our import wizard.
- You will get access to our video training portal for use training your staff on Environet Alert functionality and usage.

Option 2: Purchase turnkey services for complete integration of all your devices

If you don't want to configure devices or have a large asset base to monitor, Vertiv™ factory-trained service engineers can handle the full system configuration for you.

- Vertiv will enable Environet™ Alert on the server you designate and apply the proper licenses.
- We'll create and load your device templates into the software, along with our current template database for all other devices.
- We'll integrate and test as many devices as you need into Environet Alert, up to the number of devices you've licensed. Devices must be online and reachable via designated default ports.
- We'll create up to three board organizations at your direction, to help you define the hierarchy and navigation of the software's visual interface.
- We'll set up a configuration suite that's customized to your organization. It sets users and user roles and alarm and trending thresholds and provides a connection to your SMTP server.
- Our Services team will build up to two floorplan views, using images provided by you. Additional components on the view can be added by you quickly and easily after services are completed.
- We'll import your existing IT asset database based on data you provide to match the template for our import wizard.
- You will get access to our video training portal for use training your staff on Environet Alert functionality and usage.

Environet™ Alert Services: Basic Versus Turnkey

Service Provided	Basic	Turnkey
Enable Server	•	•
Load Device Templates	•	•
Access to Video Training Portal	•	•
Device Integration and testing	Up to 5 devices	All devices (up to license limit)
Create and organize Boards	1	Up to 3
Customized System Configuration <ul style="list-style-type: none"> • User Roles • Alarm Parameters • Trending Thresholds • SMTP Connection 		•
Create floorplan view(s)	1	Up to 2
Import IT asset database	•	•
IT Asset Database Creation	Import of database	Import of database
Floorplan Creation	1	Up to 2

Get ongoing support

Regardless of which installation option you choose, you will want to purchase an ongoing support plan for maintaining and troubleshooting Environet Alert. Vertiv will provide:

- Engineer-assisted software upgrades, to keep your solution up-to-date and provide fast access to new functionality.
- Troubleshooting support from our help desk to resolve any incidents and meet key service-level agreements.
- Support to scale the solution across additional devices.

Getting started with Environet Alert has never been easier. Start today.