

Vertiv EPMS+Automation Support & Maintenance



Key benefits

- Maximize uptime and reliability.
- Comply with safety standards.
- Meet compliance regulations.
- Optimize performance.
- Identify issues before they become problems.
- Save costs by avoiding emergency repairs.

Support and Maintenance Services

Vertiv's EPMS + Automation department offers a full suite of lifecycle support and maintenance services for existing monitoring and control systems. Support offerings are both routine and emergency. Maintenance may be preventative and corrective.

The wide array of services including fielding routine service calls, providing remote assistance, and performing scheduled maintenance. EPMS + Automation can supply an inventory of spare parts to ensure timely replacement of critical infrastructure. The department provides modifications and system upgrades to accommodate changing requirements. Training and other services are available to help your team better understand and optimize the use of your systems.

These post-implementation services are available to maintain and/or enhance your current monitoring or control system.



Critical issue rapid response

When critical issues arise and your operations team needs the next tier of support, let Vertiv engineers provide the solution. Our Critical Issue Rapid Response team can troubleshoot and provide root cause analysis to issues that arise at your facility. Our team can provide the most effective course of action and address situations before they escalate.

Telephone support is available 24x7, 365 days a year. Options for fewer days of coverage are also available to accommodate smaller budgets and/or less critical installations. Select the plan that is right for your organization.

Engineers can be deployed to your site to facilitate issue resolution if required. Varying levels of service response times can be arranged depending on your organization's needs.

Whether quarterly, semi-annually, or annually, these check-ups keep your system updated with the latest security patches, performing at its best, and help catch issues early—before they become problems.

Vertiv engineers will go through a detailed check list to validate the operational status of your monitoring or control system to ensure optimal performance. Both hardware and software components are verified through a carefully documented list of tasks including:

- Visually inspecting hardware such as PLCs, Remote I/O, Gateways and Network Switches.
- Validating operating environment.
- Reviewing alarms and event logs.
- Validating and upgrading firmware versions.
- Capturing system backups.
- Operating system diagnostics.
- Applying system updates.
- Reviewing network communications.
- Running database utilities.

Select some or all of these preventative maintenance services for Vertiv engineers to perform on a schedule that meets your needs.



Preventative maintenance/health check

Once your monitoring or control system is in production and fully operational, you'll want to keep it running smoothly and reliably. Regularly scheduled, routine preventative maintenance visits are vital for maintaining the health of your solution, preventing system failures, and avoiding downtime.



System upgrades

Stay protected from security vulnerabilities with the most updated versions of firmware and software in your monitoring and control system. Have Vertiv engineers:

- Apply security patches to all network connected components.
- Install operating system level patches.
- Implement system software patches or entire system upgrades.
- Validate firmware versions on PLCs and other connected hardware components.



Custom services

Vertiv offers a range of custom services to help your organization get the full value from your monitoring or control solution. Partner with Vertiv to:

- Perform a complete system review. A detailed report will be delivered including the findings of the analysis and suggestions for improvements and changes.
- Make system modifications to accommodate your organization's evolving requirements.
- Implement hardware modifications like adding new meters or changing control points on existing devices.

Vertiv engineers offer a variety of services to help you get the most value from your solution.



Soft landing

Experienced Vertiv engineers are deployed to work side by side with your operations staff in our soft landing program for a seamless transition to a new system. Our engineers can provide hands-on support and instruction alongside your staff to help you get the most out of your new monitoring or control system. Soft landing support is flexible—available from a few days to several weeks, based on your needs.



System migrations

Requirements change over time and often an entire system needs to be migrated to a new platform. Vertiv has the engineering skills to recreate your

existing monitoring or control system in the newest software packages on the market. We can create a like-for-like copy of your existing system, or take the migration opportunity to add enhancements and changes to your system.

The migration process includes thorough planning, design validation, and system testing to confirm everything works as expected before switching to the new system.



Education

Vertiv can provide custom training on multiple monitoring and control software platforms. Training can be tailored to suit your organization's needs. Whether it's comprehensive training for new team members or quick refreshers for experienced staff, Vertiv delivers exactly what your team needs.

Educational material can also be created or modified. Consider creating a library of customized recorded training sessions built on your solution. Build new or update outdated documentation to keep your team informed.



Simulator

Vertiv can set up a simulated environment of your production system. Recreate the whole system setup, including software and control hardware, virtually or with physical equipment.

With this environment, you'll be able to simulate and thoroughly test potential switching scenarios and other changes prior to implementing them in a production environment.



Reports & dashboards

Vertiv can modify existing reports or create custom reports to best display all the information your system is gathering. Dashboards can be configured to highlight the information most critical to your management.

Request more info
