

DATA CENTERS

PRISM Availability services secure your critical power & investment



Benefit from the **support of an energy specialist** in your data center

Every data center is unique with its own power requirements and site constraints. In addition, data center managers are very sensitive to resource optimization. It is therefore essential that maintenance services are both tailored to site conditions and able to offer real control over maintenance costs. PRISM Availability services is the brand new Maintenance Program proposed by SOCOMEC, your recognized specialist manufacturer of critical power systems, for ensuring Critical Business continuity 24/7 and protecting your investment.



Datadock data center: 8x200 kVA Green Power 2.0 DELPHYS GP UPS and BHC battery monitoring system.

SOCOMECS - your **best asset**

European industrial group

- Created in 1922.
- Over 3,000 employees.
- Present on five continents.

A culture of independence

- Family shareholders.
- Full control of the decision-making process.
- Respect for human values.

The spirit of innovation

- Almost 10% of turnover is reinvested in R&D.

A flexible manufacturing structure

- Competitive production sites.
- Lean Management.
- Guaranteed lead times, quality and a more competitive offering.

The vision of a specialist

- Expertise in technological modules.
- Customized adaptations.



PRISM *Availability* services

A manufacturer's complete program of services
to secure your data center critical power & investment

DATA CENTER CHALLENGES

- Making sure you are optimizing your system's performances throughout the equipment life cycle.
- Minimizing the risk of downtime.
- Maximizing your peace of mind.

Discover how PRISM Availability services can help you to achieve your goals.



SYD/160 A GB

SOCOMECEC services & technical support key figures

Expert service engineers

- 370 Socomec service engineers in 20+ subsidiaries.
- 175 Business Partner service engineers in 70+ countries.
- 3,500 hours of technical training deployed per year (product, methodology and safety).

Technical call centers network

- 20+ Local languages spoken in Socomec technical call centers.
- 3 Advanced technical support centers.
- 90,000+ incoming calls handled per year.

On-site intervention management

- 55,000 interventions per year.
- 99.3% Service Level Agreement compliance rate.
- 98% First-Time Fix Rate on corrective intervention.

Our commitment for your data center



We propose to undertake a proactive global management of the maintenance plan for a period of 5 years at a fixed price. We will take care of all maintenance operations, including the coordination of call-outs and preventive services at no extra charge.

Risk-free maintenance procedures

We define together the rules and special access conditions of your site, taking into account any potential risks to be avoided. This means that dedicated SOCOMEC engineers with access to your facilities will be familiar with the working environment, the site and its operational constraints in order to perform the required procedures in the most secure and efficient conditions.

Predictive analysis

Your UPS will be monitored 24/7 by LINK-UPS our remote monitoring system. You will receive a periodical analysis of the status of your UPS and its operating conditions, plus technical recommendations by our specialist engineer highlighting any anomalies.

Management of preventive visits (2 per year)

We focus on proactivity and preventive maintenance by performing at least 2 interventions per year.

24/7 notification & proactive diagnostics

LINK-UPS remote monitoring will automatically notify anomalies to our closest Service Center. We will proactively perform a remote diagnostic and promptly take the appropriate troubleshooting actions and share the action plan with you.

24/7 on-call service

A specialist team of engineers is on call to respond to all your operational queries. You will benefit from our priority support 24/7, 365 days a year.

Troubleshooting interventions on site within 6 hours

To perform troubleshooting actions in the shortest time, we guarantee you a 6 hours maximum on-site intervention. Depending on your location, the guaranteed troubleshooting intervention on site can be enhanced*.

All original spare parts are included and their availability guaranteed

To ensure that your equipment is rapidly restored to normal operation, we ensure the highest availability of all original spare parts and components, included in your package.

* Please check the availability of this service for your area.

Proactive Global maintenance management over a 5-year period

Once the scope of the contract has been defined with you, we then move on to manage the global maintenance program to include all related activities: preventive scheduling, preparation of call-outs, proactive troubleshooting actions, feedback and report.



Preventive replacement of consumable parts

To reduce the ageing impact of your installation, we handle the replacement of consumables via dedicated tools and visits.

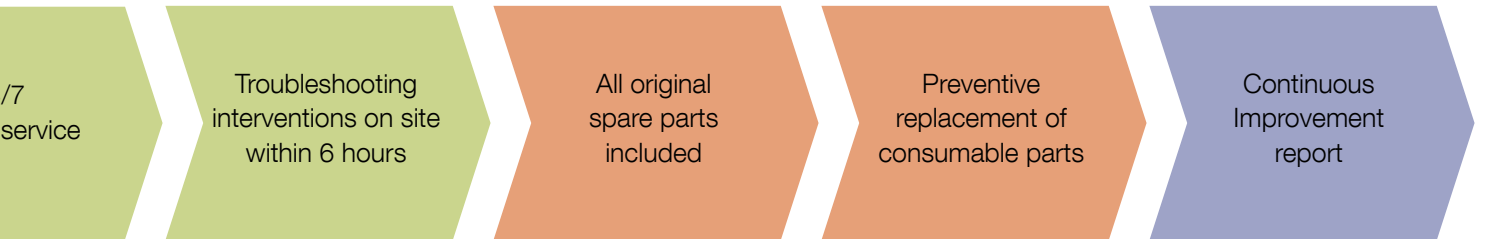
All cycling replacements of fans, DC capacitor and AC capacitor are included in the package. On special request, batteries replacement is available at a special rate (not included in this package).

Continuous Improvement report

Every year, our specialist engineers will draw up a complete report with the summary of all activities performed by our team, including equipment performance analysis and key recommendations for improvement.



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CONTENT OF THE MAINTENANCE PLAN

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The benefits of **PRISM Availability** services



Personalized maintenance management and site improvement

- Relieve of management of maintenance plan and operations.
- Personalized services adapted to your environment & site constraints.
- Periodical recommendations tailored to help improve your system's performance.



Improved system uptime

- Prevent downtime via continuous UPS monitoring.
- Anticipate anomaly detection via remote monitoring with proactive diagnostic.
- Speed up repair time (low MTTR).



Total control over your maintenance costs for 5 years

- Fixed price for 5 years.
- All operational maintenance costs included.
- Savings in Total Cost of Ownership.

The features



We commit to a **5-year all-inclusive** program including **all operational maintenance costs** and guaranteed with no extra charges.

Includes

- Maintenance management costs.
- Preventive maintenance costs.
- Unlimited corrective interventions.
- All original spare parts costs.
- Replacement of Consumable parts.
- Labour and travel.

Optional

- Additional preventive maintenance visit.
- Guaranteed troubleshooting intervention on site can be enhanced*.

Miscellaneous

- Special rates for replacement of batteries**.

* Please check the availability of this service for your area.

** To be billed separately.

Securing maintenance management	Personalized safety procedure
	Risk-free maintenance procedure
	Maintenance plan management
	1 Continuous Improvement report per year
Securing your critical power	24/7 remote monitoring & Predictive analysis
	Remote monitoring of the equipment 24/7
	Periodical monitoring analysis report LINK-UPS
	2 preventive maintenance visits per year
	Visits conducted during normal working hours
	Hardware and software updates
	Preventive maintenance analysis report
	Emergency & troubleshooting
	24/7 automatic notification & proactive diagnostic
	Access to technical support Hotline
Securing your investment	Emergency telephone support 24/7 on-call service
	Guaranteed troubleshooting intervention on site within 6 hours 24/7
	Guaranteed troubleshooting intervention on site within 6 hours 24/7
Securing your investment	Spare parts, consumable parts and labour
	Guaranteed availability of original spare parts
	Preventive replacement of consumable parts (batteries excluded)

SOCOMECC's dedicated data center offering

■ Compose your customized services and support to guarantee long term successful projects

Support and advice

- Support during system definition and project monitoring.
- Audit of your power quality.
- Audit of your installation's resilience.
- Thermal imaging.
- Audit of your energy efficiency.
- Advice and consultancy in defining a recovery plan.

Site development with guaranteed continuity of operation

- Advice, coordination and piloting of your site's development.
- Provide temporary supply or extension of existing supply. Rental or leasing capacity.
- Removal of existing equipment and recycling of components.
- Installation of new or additional equipment.

Tests and commissioning

- Factory and site acceptance.
- Commissioning certificate.
- Specific operator training modules.

Monitoring of site activity

- Phone assistance.
- Monitoring through periodic visits.
- Dedicated web space (key account customers).

Maintenance

- PRISM Availability services: a manufacturer's global services to secure your critical power & investment.
- LINK-UPS: Remote monitoring and diagnostics.
- Replacement of consumable parts.

Training

- Training adapted to site & customer requirements, provided by SOCOMECC staff.

■ Compose your own unique solution adapted to your applications



- UPS, STS, Branch Circuit Monitoring System, changeover switches (ATS/RTS).
- Power Monitoring Devices, Network analysers.
- Energy meters and pulse concentrators.

Our solutions are adapted to:

- control room,
- physical infrastructure,
- computer room.



Specialists at your service

More than 370 SOCOMECC experts supported by 175 engineers and technicians from our distributors, drive the solutions to your specific needs.

Our global presence includes:

- 10 branches in France,
- 12 European subsidiaries,
- 8 Asian subsidiaries,
- Representatives in 70+ countries.

To find out more

Visit our website

www.socomecc.com/en/data-center



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