MAINTENANCE AND REPAIR

FOR DATA CENTRE INFRASTRUCTURES AND DATA NETWORKS

Datwyler's Maintenance and Repair services comprise:

- Several options for **Service Level Agreements** (SLA)

- Access to a global network of **specialist service partners**

- Fast response and repair as per requirement and agreed SLA

- Regular **preventative check-ups** to identify potential risks and problems

- **Compliance** with local technical standards and regulatory requirements

- **Help Desk and Service Desk** as part of 1st level support

- **Remote monitoring** of key components to allow preventative action

- An innovative integrated **service ticketing system** with different ways of raising service requests and initiating immediate execution and reliable documentation

- **"Augmented" remote support** for major customers and partners during maintenance

When "service" is referred to "maintenance" is often the first thing that comes to mind. Rightly so! Your IT infrastructure is a complex system which needs to be looked after. It should support the functionality of your IT equipment, but not cause any downtime. To be able to ensure this your data centre infrastructure and the associated network require regular maintenance.

Maintenance can pose a major challenge, particularly if an organisation operates IT infrastructures at multiple sites. If your own personnel have to see to potential risks and defects this will distract them from other obligations.

That is why Datwyler makes you the offer to assume responsibility for the installation even after handover – because it simply makes sense that whoever got the IT infrastructure "up and running" and is familiar with it should continue to look after it jointly with the hardware and software partners.

WE WILL BE HAPPY TO ADVISE YOU PERSONALLY.

Just send us an email and we will get back to you immediately:
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SERVICE LEVELS
FOR DATA CENTRE INFRASTRUCTURE SOLUTIONS

Datwyler's IT infrastructure solutions meet the highest quality standards.
Still, the wear of mechanical and electronic components, the aging of batteries or
the pollution of filters can lead to unwanted failures.
Your systems require regular maintenance to ensure proper operation and maximum availability
throughout the entire operating cycle.

Scope of services:	Data Centre SLA Basic	Data Centre SLA Premium
Yearly maintenance		
Review and functional control of all components according to the configuration	x	x
Execution of maintenance work during office hours, Mon – Fri, 08:00 a.m. – 05:00 p.m.	x	x
Execution of maintenance work outside office hours, Mon – Fri, 05:00 p.m. – 10:00 p.m.	optional	optional
Further maintenance windows, at weekends, at nights, etc.	on request	on request
Status report and entry in the maintenance log	x	x
Support and response time		
Free support hotline 5 x 8 hrs (office hours, Mon – Fri, 08:00 a.m. – 05:00 p.m.)	x	x
Ticketing account in customer portal 7 x 24 hrs	x	x
Free augmented reality support		x
Guaranteed response time until the next working day (Mon – Fri, 08:00 a.m. – 05:00 p.m.	x	x
Guaranteed response time 24 hrs / 365 days a year	optional	optional
Extended warranty service		
Guaranteed availability of spare parts and components during the contract period for a maximum of 10 years	x	x
Free spare parts and wear parts*		x
Repair costs		
Repair assignments depending on the effort*	x	
Free on-site repairs		x
Monitoring		
Remote monitoring of all components according to the configuration		x

* if not covered by guarantee or warranty

Access to these services is restricted to data centres and data networks installed by Datwyler.
Datwyler will submit maintenance alternatives on request which will be tailored to your particular requirements.

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