

DATA CENTER SERVICES

Your End-to-End Power Partner

At OmniOn, we believe power is the ultimate enabler. The energy to fuel your data center starts with power systems that build value and new efficiencies right from the start – and all along the way. We know that for your data center, power is mission critical and always-on.

Powering today's digital, data-driven world requires advanced data centers like yours, and our team offers a comprehensive set of services to help ensure peak power efficiency and performance across the life cycle of your data center – while also delivering operational excellence with new levels of both operating expenses (OpEx) and return on investment (ROI).

In the early stages of planning your data center power needs, our Services team provides:



CONSULTING ENGINEERING: Partnering from the Beginning

- On-site engineering evaluations on new or expanding data center facilities.
- Plans for upgrading power systems, while maintaining the ROI of legacy equipment.
- A complete road map from system design, installation, and commissioning to ongoing rapid on-site technical support.



PROJECT MANAGEMENT, INSTALLATION, AND COMMISSIONING: On the Job, "Right" from the Start

- Site inspections with final system specifications and drawings.
- Factory acceptance testing.
- All compliance and regulatory permits.
- Design and construction of power distribution structures.
- Wiring and connection from power feeds to centralized or distributed power systems.
- Installation of all OmniOn-engineered power distribution, conversion, and backup systems.
- Comprehensive OEM system test and turn-up prior to commissioning.
- Final commissioning of the system under full, critical load conditions.

REPAIRS, RETURNS, AND ADVANCE UNIT REPLACEMENTS:

Delivering What You
Need, When You Need It



- 24/7, 365 days/year technical support.
 - Single point of contact.
 - Comprehensive care agreements.
 - Records of all service calls and actions.
 - On-site repairs performed by a national network of OEM-trained service technicians.
 - Factory repair centers using OEM spare parts.
 - Spare parts and advanced unit replacement programs.
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TRAINING:

Sharing Best Practices



- Classes held online, on-site, or at OmniOn's Plano, Texas and Hunt Valley, Maryland facilities.
 - Comprehensive library of training videos available for individual or in-house training.
 - Ongoing updates and best practices shared for operating and maintaining your power systems consistent with OEM requirements.
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PREVENTATIVE MAINTENANCE:

Maximizing Performance
and Investment



- Scheduled site inspections including a review of system and alarm histories.
 - Firmware upgrades per OEM recommendations.
 - Inspection and preventative maintenance on critical components.
 - System evaluation per OEM standards.
 - Advanced diagnostics and processes.
 - On-site consulting regarding equipment exchanges and upgrades.
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FLEXIBLE SERVICE AGREEMENTS:

The Right Plan for Your
Specific Needs



- Service Level Agreements (SLA) designed to meet your needs during and post warranty.
- Assigned account service manager to schedule preventative-maintenance site visits.
- Rapid response times available (per SLA) in the event your critical power equipment fails.
- Coverage you can count on with flexible agreements that can include parts and labor.

Technical Support: Expediting Action

Whether you're looking for a rapid repair, have a technical question, or need to obtain OEM product support, our technical support team is a single call away. Our team of experts is here to help you with your needs 24/7, 365 days a year.

LIFE CYCLE SERVICES SUPPORT INCLUDES:

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 - Single point of contact.
 - Comprehensive care agreements.
 - Records of all service calls and actions.
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