

A blurred photograph of a server room. In the foreground, a person is out of focus, holding a phone to their ear. The background shows a server room with glass doors and racks of equipment. The text "Powerware Multi-Vendor Services" is overlaid in the upper right.

Powerware Multi-Vendor Services

Powerware Global Services





Powerware Multi-Vendor Services

A single source for all of your mission-critical foundation equipment service needs.

Powerware Global Services is the premier choice for your mission-critical service needs, servicing Uninterruptible Power Systems, Power Distribution Units, Batteries, DC Power Systems, Inverters, Flywheel Systems, Generators, Switchgear, HVAC/precision cooling and Fire & Security Detection Systems. We solve business critical issues quickly and efficiently by servicing mission-critical equipment, regardless of manufacturer.

With 40 years of experience in supporting power systems equipment and providing industry-leading quality-of-service, Powerware supports a vast base of customers in the Telecommunications, Information Technology, Industrial, Financial, and Government sectors – customers that rely on 7 x 24, high-quality systems and services to keep their operations running smoothly.

Concentrating on simplifying all of your power & environmental infrastructure needs, Powerware Global Services provides comprehensive and customizable services that can support your specific mission-critical foundation equipment requirements. A single contract can cover all of your maintenance needs and our 7x24 call center provides you with the convenience of a single point of contact designed to provide maximum uptime and eliminate unexpected expenses. When combined with Powerware Total Enterprise Monitoring, Multi-Vendor Service delivers the ultimate combination of technology, convenience, and maximum uptime – the Powerware Enterprise Total Solution.

MVS benefits

- ▶ Account management
- ▶ PM scheduling on equipment and batteries
- ▶ Single point-of-contact
- ▶ Support of all mission-critical foundation equipment
- ▶ Proactive recommendation of services, upgrades and replacements
- ▶ Site consultation
- ▶ Factory-trained, authorized Powerware service representatives

We solve mission-critical problems with a dedicated team of technical professionals throughout the world, providing the best quality-of-service in the industry.



We take care of your critical equipment with a single contract and a single point-of-contact.

Powerware Services Available:

- ▶ Maintenance Contracts
- ▶ Spare Parts Kits
- ▶ Equipment Installation and Preventive Maintenance
- ▶ On-site Repair Service
- ▶ Depot Repair Service
- ▶ Total Enterprise Monitoring
- ▶ Comprehensive Battery Services
- ▶ Modifications and Upgrades
- ▶ Technical Training Services

Powerware Enterprise Total Solution

Multi-Vendor Services plus Total Enterprise Monitoring

The ultimate combination of technology, convenience, and maximum uptime - Enterprise Total Solution includes both Powerware Multi-Vendor Services and Total Enterprise Monitoring. Total Enterprise Monitoring includes instant detection of major alarms by Powerware Global Services Technical Support Associates, remote diagnostics, notification of your site personnel, and immediate dispatch of a Powerware Global Services technician. Global Services provides standard reporting on device alarm activity by site or enterprise, and can also provide power density audits and load capacity testing to help insure that your site is running at peak efficiency. Site optimization and consulting services are also available, leveraging the system intelligence and database history of the DataTrax Foreseer System and Powerware Enterprise Monitoring experts. In addition to the complete set of Powerware Multi-Vendor Services features, Enterprise Total Solution provides:

- ▶ Immediate notification of major and minor alarms
- ▶ Dispatch and call management for on-site services
- ▶ Monthly alarm and dispatch summary reports
- ▶ Web access to current status and summary reports
- ▶ Custom Performance Reports
- ▶ Equipment service histories
- ▶ Data archiving
- ▶ Video monitoring (optional)

With integrated technical support teams, customer support associates, field service representatives and technical experts, Powerware Global Services is committed to providing outstanding service around the clock and around the world.

Powerware Global Services delivers on-site support from a base of more than 250 U.S. technicians and 950 certified international service providers. In addition to providing Multi-Vendor Services, Global Services supports all brands manufactured by Invensys Powerware Division, including Best Power, DataTrax, Deltec, Exide Electronics, Hawker, Industrial Power Management (IPM), Intergy, Lortec, and Powerware.

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SER11FXA
Revision 3/02
Reprint 3/02

