



MAINTENANCE AND REPAIR

FOR DATA CENTRE INFRASTRUCTURES AND DATA NETWORKS



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 assure 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.

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 first 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

WE WILL BE HAPPY TO ADVISE YOU PERSONALLY.

Just send us an email and we will get back to you immediately:
service.me.itinfra@datwyler.com

T: +971 4 4228129

F: +971 4 4228096

SERVICE LEVEL

FOR IT INFRASTRUCTURE SOLUTIONS

Service level packages

Services	Basic	Premium	Premium Plus
Remote support	Business hours	24/7	24/7
Response time	48 hours ¹	24 hours	4 hours
Spare parts availability	Standard ²	Express	On-site
Reactive maintenance ³	4 visits annually	12 visits annually	24 visits annually
Preventive maintenance ³	2x annually	3x annually	4x annually
Data centre training	Online basic training	Hands-on training max. of 2 individuals	Hands-on training max. of 4 individuals

1. Excluding weekends and public holidays

2. Standard Ex-works Dubai availability

3. Manpower included

Remote support

Remote support ranges from software configuration up to hardware installation and troubleshooting through video and voice conferencing. In most cases client may need to grant Datwyler remote access to their site network to assess and sort out issues remotely.

Response time

The services team shall respond to client within the stipulated time based on their service level, with a proposed solution or action plan in order to bring back the data centre to a normal operating condition.

Spare parts availability

Datwyler shall make efforts to ensure the availability of spare parts locally in each country according to the agreed service level.

Reactive maintenance

Clients can request on-site support in case of any emergency downtime or failure. A specialised services team shall be on-site to support in evaluation and rectification of the problem.

Preventive maintenance

Datwyler service team or certified partners shall schedule a preventive maintenance to ensure continuous healthy operation of the client's equipment.

Data centre training

Datwyler provides operation and maintenance fundamental training.