

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 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.

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

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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