

Data Center Maintenance Management Service

The PTS Data Center Maintenance Management Service provides a complete & integrated managed solution for operational maintenance for data center and its support infrastructure



The goal of this service is to help organizations:

- increase their support infrastructure asset life
- track maintenance details
- prevent equipment failures
- improve labor productivity
- reduce equipment downtime
- minimize inventory
- lower the total cost of data center maintenance

For this service, PTS assigns a data center maintenance expert to manage the maintenance of your data center. We accomplish delivering professional maintenance management by first developing a custom Data Center Maintenance Plan for the site and then implementing it.

We follow this with scheduling the maintenance services and inspecting the work on a quarterly basis. Finally, we maintain all records on a real-time basis to ensure a detailed portfolio maintenance related documentation exists, such as asset tracking, maintenance records, maintenance procedures, contact lists, service contracts, warranties, 'as-built' drawings, and more.

Optionally, PTS can maintain organization of all maintenance details online via our Data Center Maintenance Management Portal.

Features	Benefits
Develop and manage a data center maintenance plan	Provides a complete & integrated managed solution for operational maintenance of data center support infrastructure
Provide a PTS data center facility maintenance expert	Assures industry accepted maintenance management tools, techniques, and practices are utilized to maintain facilities and supporting infrastructure
Schedule qualified and approved service personnel	Assures the workforce is on site, at the appropriate time, and with the appropriate skills and procedures to provide expert support systems maintenance
Quarterly inspect all performed maintenance services	Assures all maintenance services have been performed in accordance with established procedures
Site specific documentation	Provides a portfolio of maintenance related documentation, such as asset tracking, maintenance records, maintenance procedures, contact lists, service contracts, warranties, 'as-built' drawings, and more
Computerized Maintenance Monitoring Software (CMMS) <i>(OPTIONAL SERVICE)</i>	Helps organizations increase asset life, track maintenance details, prevent equipment failures, predict equipment failures, improve labor productivity, reduce equipment downtime, minimize investment in inventory, and lower the total cost of maintenance

Scope of Service

The specific activities of this service are listed below. For each activity, PTS will perform the work described.

Data Center Maintenance Management Plan Development	
Activity	Description
Project Kick-Off Meeting	PTS' maintenance management expert will hold a kick-off meeting to ensure the maintenance plan development and implementation is executed properly
Assign Project Team Responsibilities	PTS' maintenance management expert will confirm and document your expected roles and responsibilities, along with those of PTS, and any other parties involved
Develop Maintenance Plan Outline	<p>PTS will develop and distribute a data center maintenance plan outline tailored to the specifics of your facility's particulars and your business' needs which can include the following sections:</p> <ul style="list-style-type: none"> • Maintenance activities definition • Thermographic assessment • Equipment preventative maintenance • Computer room cleaning • Schedule matrix for maintenance service tasks & frequency • Responsibility matrix for maintenance service tasks & frequency • Service history by device • Scopes-of-work and procedures for all maintenance activities • Listing of all contacts • Management of all documents • Tracking all warranties and service contracts
Gather Asset Data	<p>The PTS maintenance management expert will field survey the facility to gather the asset information for the support infrastructure and systems covered under this plan which can include the following areas:</p> <ul style="list-style-type: none"> • Electrical Switchgear & Distribution Boards • Generators • Transfer Switches • Uninterruptible Power Supplies (UPS) • Battery Systems • Power Distribution Units (PDU) • Computer Room Air Conditioners (CRAC) • Condensers / Dry Coolers • Cooling Towers • Chillers • Pumps • Control Systems • Fire Protection Systems • Fire Detection Systems • Access Control Systems • Monitoring Systems • Architectural Systems
Gather Maintenance Documentation	The PTS maintenance management expert will assemble and integrate into the plan all existing maintenance documents available for the support infrastructure and systems

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	<p>covered under this plan which can include the following items:</p> <ul style="list-style-type: none"> • 'A-Built' Drawings • Mechanical / Electrical / Plumbing Detail Drawings • Maintenance Procedures and Scopes-of-Work • Existing Maintenance Records • Equipment operations & maintenance manuals
Assemble Service Contractor Details	The PTS maintenance management expert will assemble and integrate into the plan all existing service contract & warranty documents available for the support infrastructure and systems covered under this plan
Create Maintenance Plan	PTS will develop and distribute the final data center maintenance plan which has been tailored to the specifics of your facility's particulars and your business' needs
Provide Main Point of Contact	PTS will provide a data center maintenance expert to act as your trusted advisor and maintenance manager who will facilitate the creation and implementation of your specific data center maintenance plan
Provide a Unique CMMS Portal <i>(OPTIONAL)</i>	The PTS Data Center Maintenance Management Portal serves as a single information repository and organizer for your specific data center maintenance plan and is available to all security enabled personnel including PTS, customers, service contractors, consultants, engineers, and vendors

Data Center Maintenance Management Plan Management	
Activity	Description
Execute Maintenance Plan	The PTS maintenance management expert will execute the maintenance plan by notifying and distributing the plan to all maintenance service stakeholders
Schedule & Manage Maintenance Activities	The PTS maintenance management expert will monitor the scheduling and performance of all maintenance activities as well as quarterly periodic spot inspections to ensure the work is being completed in accordance with the plan
Update Maintenance Records & Documents	The PTS maintenance management expert will maintain and keep up-to-date all maintenance records and documentation to the present state condition
Track & Manage Service Contractor Contracts	The PTS maintenance management expert will track the scope and cost for all service contract for the support infrastructure and systems covered under this plan as well as assist you with all negotiations at renewal time
Track & Manage Equipment Warranties	The PTS maintenance management expert will track the scope and cost for all warranty documents for the support infrastructure and systems covered under this plan as well as assist you with all negotiations at renewal time
Update Maintenance Plan	The PTS maintenance management expert will update the data center maintenance plan on a real-time basis as present conditions change and/or the facility is modified in such a way that the support infrastructure and/or systems are affected
Update CMMS Data <i>(OPTIONAL)</i>	The PTS maintenance management expert will update the PTS Data Center Maintenance Management Portal on a real-time basis as present conditions change and/or the facility is modified is such a way that the support infrastructure and/or systems are affected

Deliverables

Deliverables for PTS' Data Center Maintenance Management service will consist of the following:

- A PTS data center maintenance expert, trained in project management and best practices, will ensure that planned maintenance is scheduled, performed, and documented commensurate with the data center maintenance plan for the duration of the contract period
- A customized, site specific data center maintenance plan will be distributed to all key stakeholders
- The data center maintenance plan will be implemented, managed, and updated on a real-time basis for the duration of the contract period
- The data center maintenance services will be inspected by PTS on a quarterly basis for the duration of the contract period
- Optionally, the data center maintenance plan can be loaded into PTS' Data Center Maintenance Management Portal and access granted to key stakeholders for the duration of the contract period

