

Data center management doesn't have to be a headache

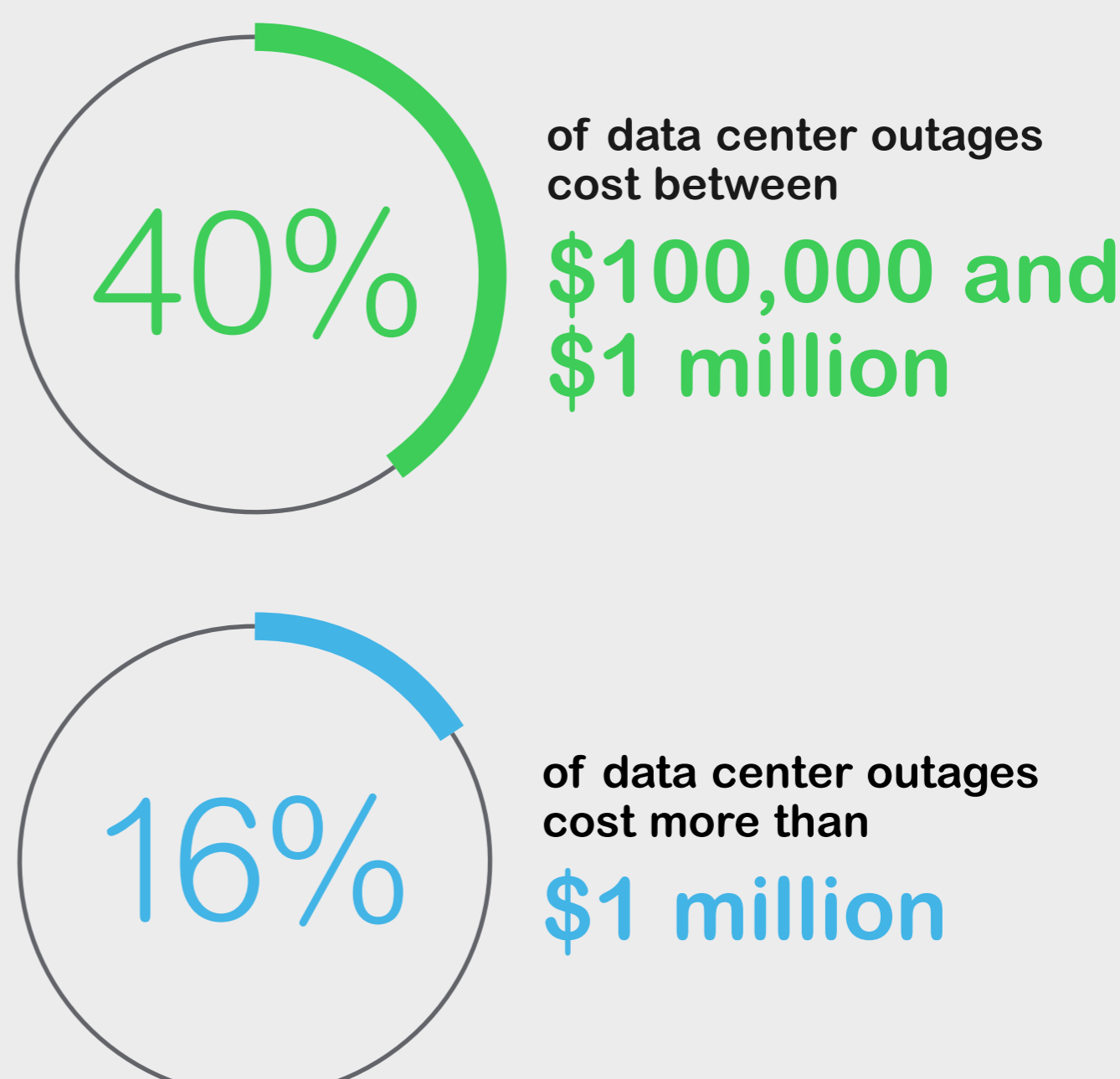
Ease your mind with a service plan

The challenge

78% of organizations experienced an IT outage in the past three years. Data center outages are becoming more common.



The cost



(Source: Uptime Institute)

Advantage Service Plans that contribute to enhanced performance and ROI

- Help prevent expensive, unplanned downtime
- Extend the lifecycle of data center assets
- Get quicker resolution of problems
- Lower operating expenses
- Gain proactive control of maintenance budget

Advantage Service Plans help keep critical equipment performing at optimum operation

Get 24/7/365 support from the right people with the right skills and experience at the right time through:

- Technical Support**
Count on comprehensive support from one of our 1,500+ skilled field services representatives located in 170 service centers around the world.
- Next-Business-Day Support**
If you need on-site support, a technician can arrive by the end of the next business day. Even faster response times are available with service upgrades.
- Preventive Maintenance**
Just like your car, your critical power and cooling infrastructure needs regular service. Schedule a yearly preventive maintenance visit by one of our qualified technicians.
- Priority Access to Spare Parts**
Get priority access to spare parts, helping to ensure the parts you need are available when you need them.

Because time is of the essence

If you need onsite help fast, we are ready to respond by:

- Diagnosing the problem and proposing a solution
- Dispatching an experienced personnel to your site as required



-75% of organizations impacted by unexpected downtime say the outage was preventable

(2020 Uptime Institute Data Center Survey)

Keep things running smoothly

Get the most out of your infrastructure and help prevent unplanned downtime with annual preventive maintenance. Our field service representatives:

- Possess the education, training, and experience to do the job right, performing 170,000 preventive maintenance visits each year
- Understand your specific installation and apply best-in-class preventive maintenance practices
- Help assess if your system is up-to-date and in line with the current manufacturer's recommendations

Dedicated experts are ready to help

Schneider Electric brings a 180-year legacy to field services with innovation and technical expertise.

In-depth knowledge of 3-phase UPSs and cooling equipment	Access to an extensive network of over 1,500 field services representatives operating in 100 countries
OEM-trained personnel with knowledge that comes from a team with a combined 60,000 hours of training per year	Insights from the latest technology for increased visibility and accurate diagnostics

Choose the Advantage Service Plan that is right for you

Features	EcoStruxure™ Asset Advisor ¹	Advantage Plus	Advantage Prime	Advantage Ultra
Technical support		✓	✓	✓
Next-business-day on-site response ²		✓	✓	✓
Annual preventive maintenance visit ³ (3-Phase UPS = 1 visit/ Cooling equipment = 2 visits)		✓	✓	✓
24/7/365 remote monitoring	✓	+ Upgrade	+ Upgrade	+ Upgrade
Priority access to the supply chain		✓	✓	✓
Labor and travel included			✓	✓
Parts ⁴		Discounted rates	Discounted rates	✓
Customer portal ⁵		✓	✓	✓

¹ EcoStruxure Asset Advisor is not available in all regions or on all products. See your service sales rep for details.
² Upgrades available to 8-hour or 4-hour on-site response time. Geographic restrictions may apply.
³ Upgrade to 24/7 preventive maintenance service may be selected where available.
⁴ Batteries not included.
⁵ A web-based application that provides access to asset and service contract information. Geographic restrictions may apply.

Get help from the experts

Discover more about the benefits of **Advantage Service Plans**.
 (note: regions will localize this section)

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