



Vertiv™  
Critical Insight



## About Vertiv™

Vertiv brings together hardware, software, analytics and ongoing services to ensure its customers' vital applications run continuously, perform optimally and grow with their business needs. Vertiv solves the most important challenges facing today's data centers, communication networks and commercial and industrial facilities with a portfolio of power, cooling and IT infrastructure solutions and services that extends from the cloud to the edge of the network. Headquartered in Columbus, Ohio, USA, Vertiv employs around 20,000 people and does business in more than 130 countries. For more information, and for the latest news and content from Vertiv, visit [Vertiv.com](http://Vertiv.com).

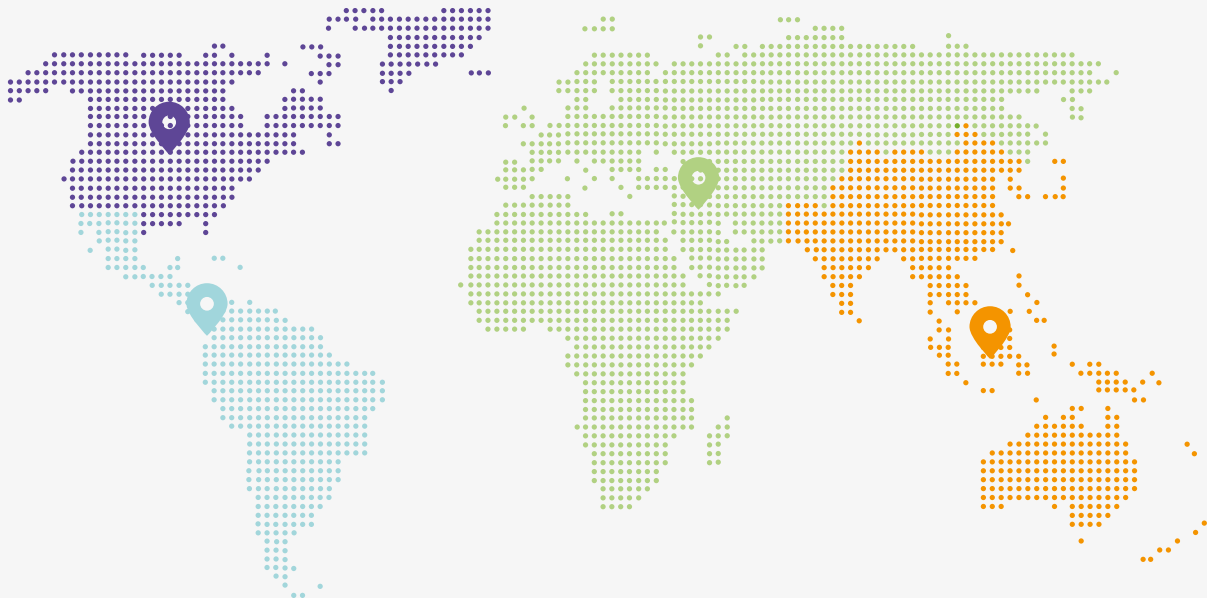
### OUR PURPOSE

We believe there is a better way to meet the world's accelerating demand for data - one driven by passion and innovation.

### OUR PRESENCE

#### GLOBAL PRESENCE

Manuf. and Assembly Locations **19**  
Service Centers **270+**  
Service Field Engineers **2,700+**  
Technical Support/Response **330+**  
Customer Experience Centers/Labs **17**



#### US AND CANADA

Manuf. and Assembly Locations **7**  
Service Centers **120+**  
Service Field Engineers **850+**  
Technical Support/Response **120+**  
Customer Experience Centers/Labs **4**



#### LATIN AMERICA

Manuf. and Assembly Locations **1**  
Service Centers **20+**  
Service Field Engineers **300+**  
Technical Support/Response **25+**  
Customer Experience Centers/Labs **2**



#### EUROPE, MIDDLE EAST AND AFRICA

Manuf. and Assembly Locations **5**  
Service Centers **70+**  
Service Field Engineers **600+**  
Technical Support/Response **95+**  
Customer Experience Centers/Labs **6**



#### ASIA PACIFIC

Manuf. and Assembly Locations **6**  
Service Centers **60+**  
Service Field Engineers **950+**  
Technical Support/Response **90+**  
Customer Experience Centers/Labs **5**

## Why Vertiv™ Critical Insight?

Nowadays our lives rely more and more on data, in such a way as to making it impossible to conceive data flow interruption. This is valid for all aspects of our lives, from business to leisure, therefore it is extremely important to find the right partner that helps you guarantee continuous uptime.

It is also true that minimizing energy consumption and TCO and maximizing efficiency and performance of the critical infrastructure supporting application continuity is equally important.

With Critical Insight software, Vertiv™ is by your side in helping you to enhance availability and efficiency by delivering high-performance monitoring, trending

and control of virtually any piece of critical support equipment - whether it is in the next room or remote.



## What is Vertiv™ Critical Insight?

Vertiv Critical Insight is a real-time software platform designed to ensure continuous performance improvement for any critical infrastructure. It is a comprehensive web-based critical infrastructure monitoring and management tool designed to identify key operational behaviours, analyse trending, and manage energy usage (Fig. 1 and Fig. 2).

Vendor-agnostic, it is aimed at providing users with visibility into all equipment supporting datacenter, edge and telecom applications.

Vertiv Critical Insight uses common protocols and gateways to communicate with the critical infrastructure equipment, thus minimizing complexity, to collect device events and measures. These data provide operational information and are stored for historical analytics and reporting. All significant information is displayed in a web browser with editable HTML graphics, so you can visualize the health of your critical application.

Whether your critical infrastructure operations are large, small, local or remote, you need visibility, control and planning capabilities to support your business. Vertiv Critical Insight is the real-time infrastructure optimization solution, capable to adapt to your changing needs.

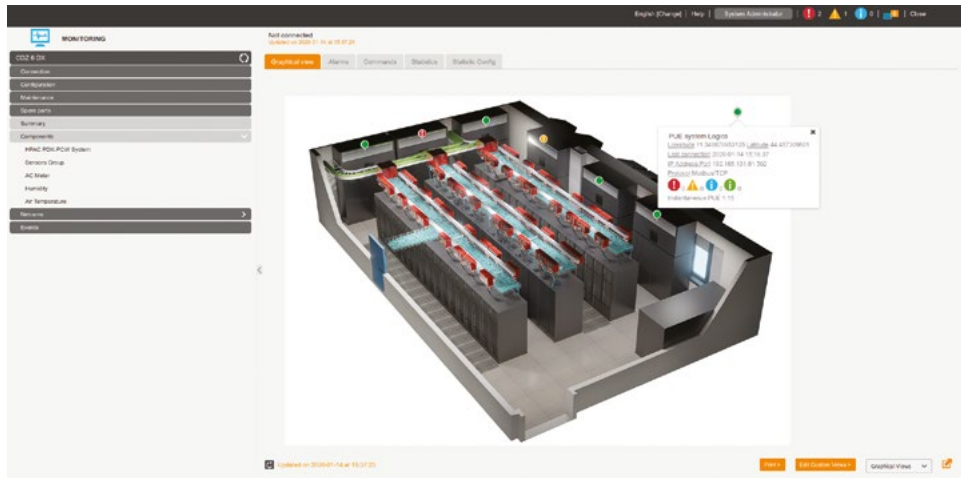


Fig. 1: Vertiv Critical Insight site view

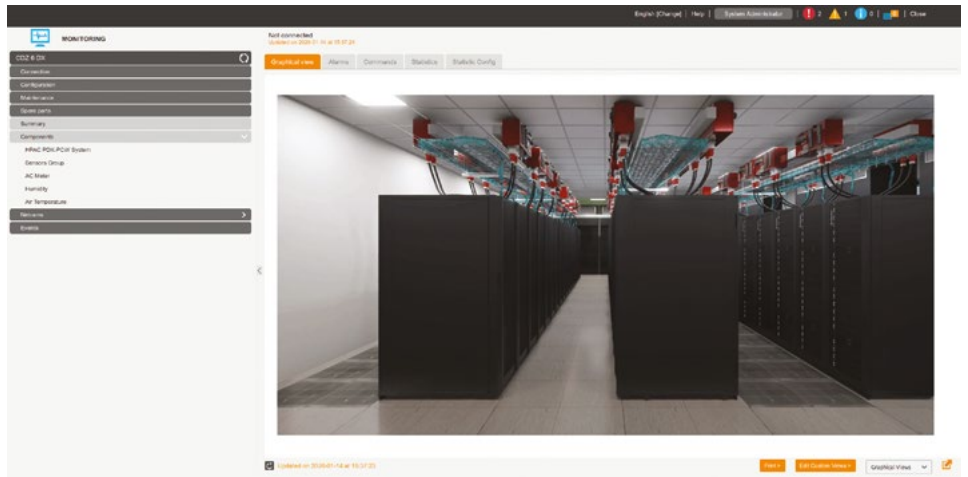


Fig. 2: Vertiv Critical Insight room view



### Increased Efficiency

With Vertiv™ Critical Insight you will be able to assess energy utilisation within your facility and to identify energy operational efficiency opportunities. You will have the possibility to view each piece of equipment and energy consumption impact of expansion scenarios. Moreover, you will have a comprehensive historical database of information that can be utilized in a variety of reports.



### Reduced TCO

With Vertiv Critical Insight you will collect data from disparate systems and provide aggregated views that allow both identifying trends and precisely managing critical infrastructure capacity, identifying usage improvement opportunities. Deep insight into the operation and utilization of the critical infrastructure resources and also accurate calculations for key metrics allow for sound decision making. The benefit is significant cost savings on actual consumption and informed expansion plans with potential deferral of related investments.

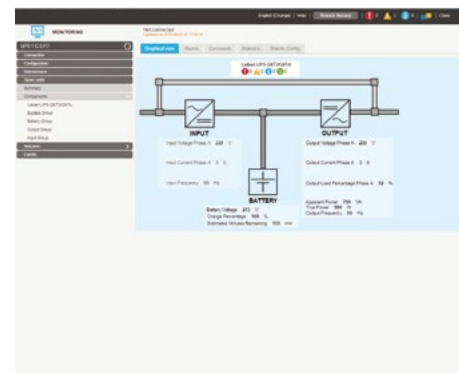
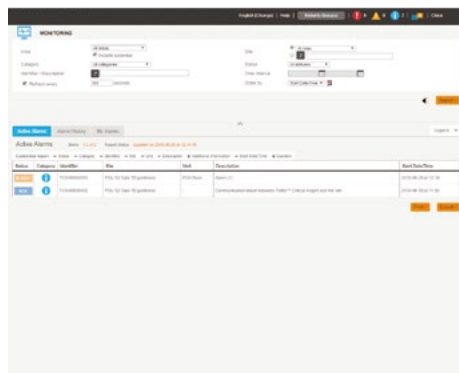


### Maximised Uptime

With Vertiv Critical Insight you will be able to assess device health and to receive immediate notifications in case of warnings or alarms. This information allows you to take action and informed decisions with speed and confidence. The ultimate effect of all of this will be running your critical infrastructure at higher capacities, with greater efficiency and continuous uptime.







### On-premise and SaaS Deployment

Vertiv Critical Insight is extremely versatile, allowing you to choose between different methods of deployment. If you choose the on-premise version, Vertiv Critical Insight will be located at your physical business location. If you select the Software as a Service (SaaS) version, it will be housed in Vertiv's Cloud. When selecting the SaaS version you will benefit from the relief from managing the platform and you will have the opportunity to access the value-added services that Vertiv expert team can provide. Trained engineers will monitor 24x7 the infrastructure, alleviating the strain on internal resources, to support in managing the infrastructure.

### Vertiv™ Critical Insight and Associated Services

Vertiv Critical Insight is complemented by a series of software-related and software-enabled services.

The software related-services include installation and configuration according to your specific needs, and also training on the platform and its functionalities.

In addition, we offer continuous coverage providing access to software updates and to a dedicated Helpdesk service available 8/5 or 24/7 depending on the contract selected. Vertiv Critical Insight also gives us the opportunity to deliver software-enabled services, leveraging both our Vertiv experts remotely connected to your critical equipment and the Vertiv data analytics tools.

These services can include proactive monitoring and incident management, analytics and operational recommendations.

Through this set of digital services you can enhance the quality of infrastructure performance, improve operational anomaly resolution and guarantee maximised uptime, as well as freeing your technical staff's time to focus on their core activities.



