Vertiv™ Environet™ Connect Services

Cloud Connected, Remote Monitoring Software Services and Support

Overview

Environet Connect services help you quickly monitor the critical infrastructure that keeps your business moving, with a connection to the cloud.

Benefits include:

- **Do more with your time –** Our skilled service engineers will help to integrate your devices, enabling your team to focus on other duties.

- **Increase speed to monitor –** Utilize the knowledge of the Vertiv Services team to get started with the solution quickly. Manage threats proactively, ensuring continuous operations.

- **Leverage expertise –** Tap into the expertise of trained engineers who are skilled at setting up Environet Connect and tailoring the solution to a wide array of customers' needs and environments.

- **Be supported –** Get the support you need at project startup. Vertiv will ensure you have the newest software. Benefit from standard service-level agreements.

Vertiv™ Environet™ Connect is a cloud-connected monitoring software designed for data center infrastructure. It ensures uninterrupted operations, optimal performance, and scalability. This critical monitoring solution is both affordable and user-friendly. Environet™ Connect offers superior capabilities, including monitoring, alarming, trending, and data organization. It caters to various industries, including retail, healthcare, financial services, and education. By deploying Environet Connect, businesses can achieve greater efficiency, reduce risk, and gain peace of mind. Vertiv also provides expert services to assist with startup, ongoing software version upgrades, and much more.

Integrating Environet™ Connect

There are multiple service options for onboarding Environet Connect into your business and data center operations. The Environet Connect Services is the perfect option to get started with a few devices and gain experience with the software. Environet Connect Services Plus offers additional support and turnkey services for faster implementation, convenience, and scalability across a larger installed base of devices. One-time startup services can also be used to guarantee a smooth startup and the best possible launch of Environet Connect. Work is performed remotely by highly skilled Vertiv factory-trained monitoring technicians.

Startup Services – Optional One-Time Assistance

Ensure a pain-free startup with Vertiv's startup service options. The following services from Vertiv are optional additions to the selected service package:

- Verify the server's network configuration and connectivity

- Enable Environet Connect on a Linux or Windows server on network and install the cloud agent

- Load device templates into the software, along with current template database for other Vertiv and third-party devices

- Create the users and confirm access

- Integrate and test up to five unique devices in Environet Connect. Devices must be online and reachable via designated default ports

- Add sites to the global map, so you can access each easily and individually

- Simulate alarms from IGMs and input/output modules

Environet™ Connect Services – Helpdesk Assistance

The Environet™ Connect Services package is well suited to those looking for a hands-on or economical setup with some assistance from Vertiv's Helpdesk. The following services from Vertiv are included:

- Access to predefined dashboards for quickly visualizing key metrics

- Customize the configuration with initial user roles, trending, and alarming setting training

- Assist remotely with minor system updates and configuration changes

- Access to remote help desk

- Provide readily available assistance via phone call

- Granted access to the Customer Resolution Center and Vertiv Customer Portal

- Access to a software training video library

Environet™ Connect Services Plus – Helpdesk, Firmware Upgrades, and Technical Support

The Environet Connect Services Plus package contains additional support with provisioning and firmware updates that are ideal for faster implementation and/or a large install base of devices.
The following services from Vertiv are included:

- All services listed in the Environet Connect Services package

- Access to predefined and customizable dashboards for quickly visualizing key metrics

- Customize the configuration with initial user roles, trending, and alarming setting training

- Upgraded firmware provided when available

- Provide four hours of virtual orientation training by a Vertiv Service Professionals

- Device Technical Support via phone and email

Environet Connect Services: Environet™ Connect Services and Environet™ Connect Services Plus

Service Provided	Environet™ Connect Services	Environet™ Connect Services Plus
Enable Software in Cloud	•	•
Remote Help Desk	•	•
Dashboards for KPI visualization	•	•
Software Video Training Content	•	•
Minor System and Config. Updates	•	•
Product Technical Support		•
Product Provisioning		•
Firmware Upgrades		•
Training		•

Getting started with Environet Connect has never been easier. Start today.

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