



Case study

Optimizing uptime: Compass Datacenters' dual strategy of condition-based maintenance and rapid on-site support



Background

Compass Datacenters designs, constructs, and operates data centers for some of the largest hyper-scalers and cloud providers globally. Their mission is to maximize data center uptime, as downtime is not an option for their operations. To meet this goal, Compass sought innovative solutions to address challenges in maintenance efficiency and rapid response to operational issues.

Challenge

Compass, like many data centers across the world, faces several operational challenges when trying to maximize uptime, including retaining skilled site operators, creating efficient schedules for equipment upkeep, and consistent performance of critical systems. Compass required a customized solution that would streamline equipment care, reduce downtime and sustain uninterrupted operations.

Company profile:

Compass Datacenters designs and constructs data centers for the world's largest hyper-scalers and cloud providers.

Industry: Data Center construction and operation.

Region: 14555 N. Dallas Parkway, Suite 125, Dallas, Texas 75254





Solution

Compass partnered with Vertiv to develop a holistic solution that addressed both maintenance optimization and on-site service efficiency.

1

Site-based services for rapid resolution

Vertiv's Site-Based Service delivers proactive maintenance solutions designed to maximize uptime for data center equipment. With this service, Vertiv embeds trained, local technicians on-site and provides a direct emergency response line that Compass can use to bypass general call queues for immediate assistance. Additionally, Vertiv stocks essential parts on-site, targeting a rapid response time of under two hours for emergency maintenance calls. The goal is to provide effective on-location support that facilitates quick issue resolution, reduces mean time to repair, and upholds the highest level of equipment reliability that Compass's clients expect.

2

Condition-based maintenance with Vertiv™ Next Predict

Vertiv™ Next Predict is transforming equipment management with its AI-based tool that monitors and predicts equipment health. As Compass adopts a data-driven maintenance strategy, it aims to enhance efficiency. By leveraging real-time analytics and health scores, **Vertiv™ Next Predict** enables Compass to conduct maintenance only when necessary, reducing downtime and waste. Its early detection capabilities will help Compass proactively address potential issues, leading to improved reliability and optimized operations.



“The value of Vertiv™ Next Predict is transitioning from a time-based maintenance program to a data-driven condition-based one, which means that we'll be performing maintenance on units that truly need it, minimizing downtime and reducing waste.”

— **Michael Murphy,**
Director of Supplier and Relationship Management, Compass Datacenters.

Outcome

Site-based services offer comprehensive on-location support and maintenance, including real-time diagnostics, troubleshooting, and repairs directly at the equipment's location. **Vertiv™ Next Predict** enhances Site-Based Services with its AI-driven tool that monitors equipment health and predicts potential failures. By leveraging advanced algorithms and real-time data analytics, Compass aims to enhance efficiency, performing maintenance only when necessary. This dual approach optimizes resource use by aligning service activities with actual needs.

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