



Healthcare Service
and Software
Solutions Capability



Healthcare Service and Software Solutions Capability

Building a Stronger Foundation for the Future of Healthcare

Multi-Technology Service Capabilities for Healthcare Organisations



AC Power Services

- Increased system availability
- Commissioning and site acceptance testing
- Preventive maintenance
- Emergency services
- On-site repair capabilities
- Upgrades and replacements
- Assessments and testing
- Power distribution unit testing and maintenance



ATS & DC Power Services

- Increased system availability
- Preventive maintenance
- Emergency services
- Power plant, battery and equipment inspection
- Rectifier redundancy and battery reserve-time calculation
- Site and grounding audits
- Load sharing analysis
- Voltage drop and excessive heat inspection
- Thermography
- Lubrication and torque checks



Generator Services

- Optimised system performance and reliability
- Preventive maintenance including system cooling, air intake, fuel storage and delivery systems
- Emergency call out
- Control function checks
- Repair and upgrade programs
- Single and multiple set testing
- Load bank and integrated building tests



Battery Maintenance & Replacement Services

- Preventive maintenance inspection and testing follows industry recognised standards, OEM specifications and requirements
- Battery load testing
- Battery health testing using impedance, internal resistance or conductance — reliable and safe testing of battery aging status
- Full string replacements
- Expert installation of new cells
- Battery monitoring
- Certified disposal of used batteries
- Lubrication and torque checks
- Thermography



Thermal Management System Services

- Optimised system performance
- Commissioning and site acceptance testing
- Preventive maintenance
- Emergency services
- On-site repair capabilities
- Upgrades and replacements
- Assessments and testing



SOFTWARE SOLUTIONS FOR MONITORING CRITICAL INFRASTRUCTURE

Vertiv™ Critical Insight is a powerful web-based building and site monitoring platform with software tools to manage energy conservation projects, identify key operational problems, and analyse the results. The platform supports major communications protocols, including Modbus and SNMP, enabling data sharing with enterprise or third-party systems for results analysis and better understanding of facility operations.

Vertiv™ Environet™ Alert provides an easy-to-use software solution that helps ensure the continuous power and cooling of your critical infrastructure. It is an affordable solution offering superior monitoring, alerting, trending, and data organisation capabilities that help companies in the healthcare sector protect and grow their businesses.

Implementation Services



Project Services

Better and quicker bid accuracy, cost tracking and saving

- Project management
- Positioning and installation, waste management
- Construction works
- Electrical and thermal works
- Integrated site acceptance testing, plant certification



Installation, Startup & Commissioning

Complete turnkey capability

- Factory-trained experts carry out professional installation
- Installation and pre-power checks
- Optimised hardware and software configurations
- Operational and functional testing

Restoration Services



Spare Parts

Delivering the fastest system recovery

- Extensive availability of spare parts
- Access to captive spare parts
- 24-hour express delivery



24x7 Emergency Service

Response and resolution for minimised downtime

- Factory-trained expert engineers available 24x7
- Guaranteed on-site response time

Digital Services



Vertiv™ LIFE™ Services Remote Diagnostics

Maximised system availability via real-time diagnosis and resolution of operating anomalies

- 24-hour monitoring and service delivery by expert engineers
- Monitoring and trending of system data
- Diagnosis through expert data analysis allowing effective proactive maintenance and prevention of future anomalies
- Prompt alarm identification and resolution
- Alarm notification
- On-site corrective maintenance dispatching
- Customer reporting



Remote & Site Monitoring Services

System-wide monitoring solutions

- Phone or email help desk support by expert engineers available 8x5 or 24x7
- Remote monitoring for proactive identification of anomalies
- Remote battery testing
- Alarm management
- Equipment optimisation advice
- 24x7 customer access via internet
- Third-party equipment integration
- Customised reports

Optimisation Services



Infrastructure Assessments

Complete infrastructure audits and assessments maximise system availability and enhance data centre efficiency

- Airflow, heat and power assessments
- Temperature measurements
- Floor plan layout
- Thermography
- Reporting
- Recommendation.

Upgrades & Retrofits

Increased infrastructure life and optimised energy efficiency

- EC fans enhance energy savings on installed equipment
- Vertiv™ Liebert® iCOM™ control enables communication capabilities of multiple units
- Programmed fan and capacitor replacements extend UPS service life

Training



Customer Learning Programs

- Business-specific programs cover our technologies, focusing on our customers' newly purchased equipment
- Carefully planned sessions cover training needs that are mapped and prioritised with management teams
- Adoption of different learning methodologies maximise learning transfer and help students get the most from course tools




























EXPERT TRAINING

Developing new knowledge and skills is essential for supporting our customers in today's world of high-speed change. Therefore, we continually invest in learning opportunities. Through our state-of-the-art Vertiv Academy facility, we educate our technicians, engineers, partners, and customers on the latest technical innovations, operations, and maintenance techniques for mission-critical equipment. Spanning more than 1,020 square meters and housing more than 200 different pieces of equipment, the Vertiv Academy helps create an informed workforce with the technical expertise needed to ensure digital continuity.

Healthcare Service and Software Solutions Capability

A Service Contract Tailored to your Business Needs

The most comprehensive insurance for business protection can be obtained with a service contract. Vertiv's complete range of cost-effective services provide customers with service agreements tailored to meet individual business needs. Vertiv's service offering ensures that customers can rely on continuous system availability, fast downtime recovery, minimised operating costs and maximised return on investment, while entirely taking care of their applications.

WARRANTY CONTRACTS	 WARRANTY LIFE	 PREMIER WARRANTY	 PREFERRED WARRANTY	
Preventive Maintenance Fixed number of visits per year to ensure continuous and optimal equipment performance				
Response Time If an anomaly occurs, on-site visit from technician is granted within known and established amount of time				
Vertiv™ LIFE™ Services Remote diagnostics and preventive monitoring for AC power and thermal management equipment				
AFTER WARRANTY CONTRACTS	 BASIC	 ESSENTIAL	 PREFERRED	 PREMIER
Preventive Maintenance Fixed number of visits per year to ensure continuous and optimal equipment performance				
Response Time If an anomaly occurs, on-site visit from technician is granted within known and established amount of time				
Labour Included The cost of labour is included, no extra cost				
Parts Included All parts included except end-of-life components and consumables				
Vertiv™ LIFE™ Services Remote diagnostics and preventive monitoring for AC power and thermal management equipment	Optional	Optional		

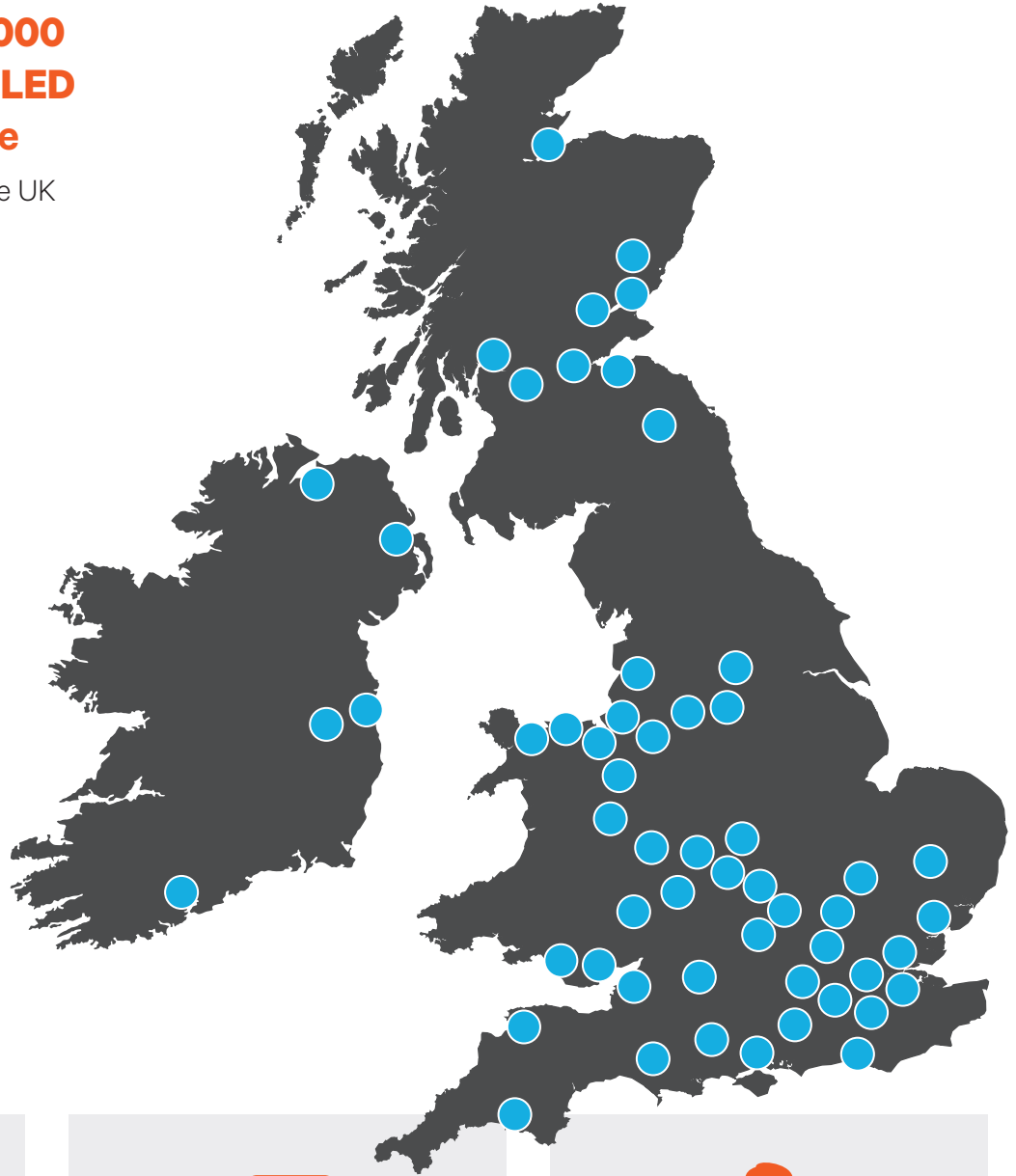
VERTIV HAVE OVER 2000 UPS SYSTEMS INSTALLED

in over **100 NHS** and **Private Healthcare sites** across the UK



ACHIEVING SERVICE EXCELLENCE

our engineers achieve a **91% first-time fix rate** which is **11% higher** than the industry average



Maintenance and service support by a team of **220 highly trained engineers** across the UK & Ireland



Certified Technical Engineers

6% of our engineers' working year is dedicated to training, this is 4 times the industry average



Our engineer retention rate is **5% higher** than the industry average