



Maintenance & Support Services

www.workspace-technology.com

Data Centre Solutions Expertly Engineered



Workspace Technology's 'Support' service delivers a range of planned preventative and 24/7 emergency call-out maintenance services.

Maintenance & Support Services



Workspace Technology is dedicated to delivering industry-leading mission critical data centre maintenance. Drawing upon our extensive knowledge and expertise of mission critical environments, technology and operations we can provide a collaborative approach to maintenance and support throughout the lifetime of your infrastructure.

Our Maintenance & Support Team delivers a comprehensive range of expert planned preventative maintenance, 24x365 emergency call-out, energy optimisation, facilities engineer and enhanced support services.

We support a wide range of technology including air-conditioning, chilled water, UPS, generator, fire suppression, environmental monitoring, management and associated mission critical infrastructure.





Service Plan Options



We offer a range of Support Plan options including Standard, Premium and Comprehensive that can be tailored to suit individual client requirements.

Standard	Routine maintenance with access to our call-out service. All newly supplied products are generally covered within warranty period.
Premium	As per Standard, but inclusive of call-out charges when newly supplied equipment is out of the warranty period.
Comprehensive	Provides full service including call-out charges and equipment replacement both in and out of warranty (subject to exclusions).

Service	Standard	Premium	Comprehensive
Planned Preventative Maintenance Schedule	•	•	•
New Equipment 12 Month Warranty	•	•	•
Minor Adjustments During Service Visits	•	•	•
Availability of Technicians 24x7x365	•	•	•
Engineers' Call-out Charges	•	•	•
Variable Response Time Options	•	•	•
Out of Warranty Equipment Replacement	•	•	•

Planned Preventive Maintenance



Our PPM programme delivers a range of scheduled maintenance and software/firmware upgrade services. All PPM is carried out by competent and fully trained engineers. Regular PPM servicing will ensure equipment is operating correctly with up-to-date firmware helping avoid unscheduled breakdowns and associated downtime.

Benefits of PPM include:

- Easier planning of maintenance
- Ordering of scheduled replacement parts
- Service costs are distributed more evenly
- Helps identify problems before they occur
- Increases equipment availability

Emergency Callout



Our comprehensive emergency call-out service provides the reassurance that a Field Service Engineer will be dispatched to site in the event of an unplanned equipment failure. Our network of specialist engineers provides 24x365 emergency response across the UK. Typical Service Level response times are four hours or less.

Field Service Engineers will diagnose and, where possible, repair faults during the initial callout. Workspace Technology also offers advanced deployment of 'Site Spares' kits for critical equipment which can significantly improve the meantime to repair providing engineers with instant access to replacement parts.

Technical Support Centre



Located in Sutton Coldfield, Workspace Technology's Technical Support Centre (TSC) provides advice and support to our service clients. The TSC team can be contacted via telephone, email and a web portal facility. A five stage, escalation procedure effectively manages fault handling and escalation processes.

Our Client Portal offers secure access to a range of information and services including technical manuals and instant access to your service contract details, along with planned maintenance dates and reports.

Workspace Technology's experienced and knowledgeable team are on hand to assist you in gaining the most out of your data centre infrastructure, ensuring that it is operating efficiently and effectively.

Optimisation Services



Data Centre Optimisation & Audit services are designed to identify operational and performance issues. Audit reports will highlight recommendations with predicted impacts that they will have on the data centre performance.

Data Centre Energy Optimisation will address data centre imbalances by fine tuning system settings and configuration arrangements with the aim of achieving optimum energy performance. Optimisation services are performed by our experienced cooling and data centre engineers. The service will include fine tuning of a range of system settings including speeds, temperatures, set points and modes of operation in order to balance the system and deliver optimum performance.

Optimisation should be undertaken on a regular basis or when major IT load changes occur to ensure that data centre systems are operating at optimum performance.

Site Facilities Engineers



Specialist data centre Site Facilities Engineers complement your PPM servicing by providing regular visits to perform general infrastructure inspections, adjustments, lubrication and periodic testing.

Depending on the nature of the data centre the recommended attendance frequency may range from daily, weekly, monthly or quarterly visits.

Typical Site Facilities Engineers' activities will incorporate inspections, lubrication and adjustments of items such as Fresh Air Ventilation Systems, Fire Dampers/PRD Damper Systems, Aisle Containment/ Access Doors & Emergency Lighting and Fittings.

Enhanced Maintenance Services

Workspace Technology offers a wide range of additional enhanced services designed to complement our core support services. Service plan options include, but are not limited to;

- Generator Load Bank Testing
- Fuel Polishing Services
- Fire Suppression Room Sealing
- ISO14644 Technical Cleans
- Thermal Imaging Surveys

Intouch Remote Monitoring



InTouch delivers remote monitoring of mission critical infrastructure. With over 12 years of experience in designing, building and maintaining data centre infrastructure, Workspace Technology is ideally positioned to assume responsibility for remote monitoring and fault management of your mission critical power, data centre infrastructure, environmental and security assets.

InTouch is a 24/365 monitoring service designed to view your mission critical infrastructure. Workspace Technology will monitor and investigate alarm conditions as and when they occur, diagnosing, fixing where possible and arranging for site attendance when deemed appropriate.

We offer a range of remote monitoring services covering all aspects of essential data centre infrastructure, including power, UPS systems, generator sets, cooling, fire suppression, environmental and security monitoring. Workspace Technology will proactively monitor and provide fault management for the complete data centre infrastructure on behalf of the client.





Other Services

Data Centre Solutions



When it comes to data centre design, build and management, Workspace Technology delivers award-winning solutions for organisations across the UK. We have simplified the architecture from which we design and build data centre infrastructure and associated technology to support client availability, agility, energy efficiency and business needs.

Whether you require a state-of-the-art on-premise data centre build or if space and accessibility is a challenge a Modular or Micro data centre, you can be assured that Workspace Technology will deliver a quality, agile and sustainable solution.



Rack Colocation Hosting



Workspace Technology provides premium colocation rack space that delivers optimum energy efficiency, resilience, security, flexibility and is designed specifically to host your server equipment.

Located in Sutton Coldfield, Workspace Technology's purpose-built colocation data centre is just 12 miles from central Birmingham and 15 minutes from the M6 and M42 motorway, in the heart of the West Midlands.

Workspace Technology's colocation data centre is ideally positioned to support the growing demand for cloud-based computing services, primary data centre backup and disaster recovery applications for organisations and systems integrators within the Birmingham, West Midlands and East Midlands region.



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Interested in finding out more?

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