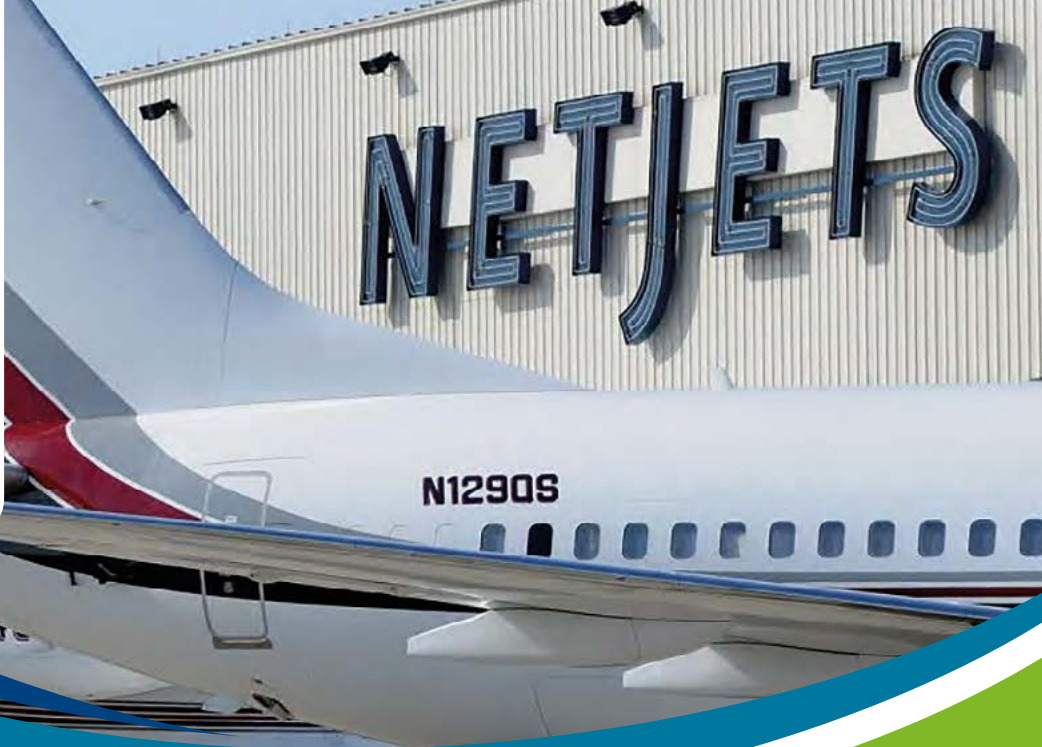


Case Study:

NetJets: The worldwide leader in private aviation sought a reliable Maintenance & Support supplier to ensure that their Data Centre Infrastructure experienced no downtime

NETJETS®



Based in London, NetJets has been an industry leader for more than half a century. They invented the fractional aircraft ownership concept, perfecting it for a small fleet then gradually expanding it to the approximately 700 aircraft they own and operate today. Their aircraft ownership provides the immediacy and luxury of whole aircraft ownership, with none of the operational complexities and hidden overheads.

There is literally nothing else like NetJets in the world. No other private flight provider comes close to their global reach, responsiveness, and commitment to safety and that is why they needed to ensure that their mission critical equipment was effectively maintained, updated and should an incident occur, be dealt with professionally and quickly.

The Challenge

The data centre's air-conditioning was end of life causing equipment failures on a number of occasions. Unfortunately due to the design of the building, the only area that the temporary A/C units could be exhausted into was the main office. This resulted in an extremely unpleasant working environment for the staff especially when a failure occurred during the peak of the summer, which it did!

The data centre room was also outdated and the electrical circuits did not support the addition of the temporary hire equipment.



The Solution

Data Centre Solutions



Workspace Technology installed new A/C units and to ensure that the equipment would be covered in any eventuality a Disaster Recovery Plan was created for cases of emergency and to support ISO 27001.

To assist with the turnaround time of emergency repairs a Spares Kit was also supplied to be kept onsite. In the event of equipment failure parts are now easily accessible which reduces leadtime and the need to await ordering and delivering of parts and provides a on the spot first time fix. Workspace Technology also provided NetJets with a 4-hour response time SLA for emergency call outs.

Workspace Technology worked with FlaktGroup, our in-house Project Team and Electrical Engineers to deliver the new A/C units whilst our Service Team ensured that NetJets have the best Maintenance & Support cover available.



Workspace
Technology Limited

The Benefits

Since the A/C has been replaced, there have been zero faults reported and the room is holding a stable temperature. With a regular maintenance programme being carried out this solution will last NetJets between 10-15 years.

The A/C system is now operating more effectively and efficiently, which will ultimately reduce operating costs and their carbon footprint. The working environment has been greatly improved making it a comfortable place to work.

NetJets also now have complete peace of mind that should their equipment break, that they have a 4 hour SLA and all the parts are available onsite to provide a first time fix.

Fredrick Shears, IT Team Leader at NetJets explains " By having a

comprehensive set of spare parts on site, we have been able to greatly improve our disaster recovery plan. Knowing that Workspace would have our data centre back to an appropriate working temperature within the agreed SLA.

With the summer months being our peak flying period, having that reassurance allows for the business to concentrate on our client' flying needs without the worry of any downtime due to the network over heating".

Comprehensive Maintenance Contract Benefits

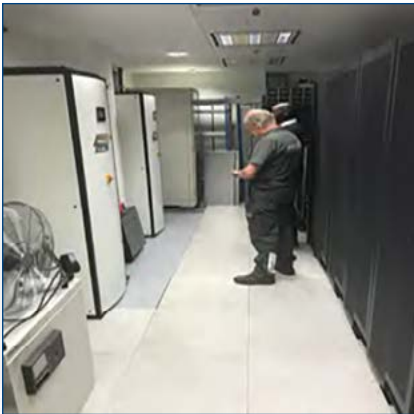
- Planned Preventative Maintenance Schedule.
- New Equipment 12 Month Warranty.
- Minor Adjustments During Service Visits.
- Availability of Technicians 24x7x365.

- Engineer's Call Out Charges.
- Variable Response Time Options.
- Out of Warranty Equipment Replacement.

Disaster Recovery Plan Details

- Details of the sequence of events in the event of a Power and/or Cooling failure.
- All relevant Plans, Connection & Pipework arrangements and site contacts.
- Contact details for our National Rental Centre and Service Team.

A Spares Kit provides an on the spot first time fix - reducing leadtime to fix but more importantly preventing Downtime!



Interested in finding out more?

Call us: 0121 354 4894

Email us: sales@workspace-technology.com
workspace-technology.com
mobiledatacentre.com

