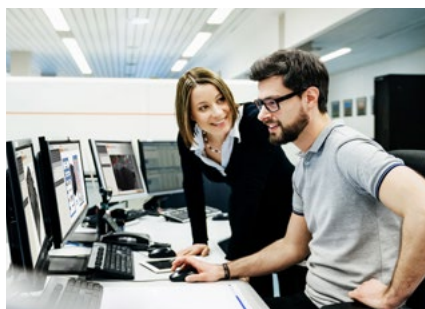


Vertiv™ Critical Insight Provides 92% First-Time Resolution

A Vertiv Case Study



Background

A European Telecom operator with thousands of sites located in multiple countries decided to migrate the existing monitoring platform to a new solution more adapted to their current needs with more flexible and adaptable monitoring options.

Their maintenance model is based on an internal NOC and subcontractors supporting first level of support. They rely on Vertiv to help them provide higher quality support for their customers.

The Solution

The customer decided to go for a solution including Vertiv™ Critical Insight to monitor thermal management and direct current systems. They used a stand-alone controller to monitor non-intelligent elements, diesel, temp sensor, etc.

Vertiv™ Critical Insight is a powerful web-based building and site monitoring platform with software tools to manage energy conservation measures, identify key operational problems and analyze the results.

The platform supports major communications protocols, including Modbus® and SNMP to allow sharing data with enterprise or third-party systems to accomplish a range of tasks. It allows them to understand the facility operations and analyze the results.

Vertiv™ Critical Insight software and the stand-alone controller were both deployed at the customer site to monitor thermal management systems, direct current systems and non-intelligent elements using the same platform. The monitoring type provided was SaaS perfectly adapting to the customer's maintenance mode. In fact, it was managed by the customer personnel with Vertiv NOC center supporting in case of 24x7 need.

Benefits

The company was provided with a reliable, scalable, and user-friendly solution to ensure the availability of its mission-critical systems. The SaaS provided was perfectly suitable to the customer's maintenance model and achieved remarkable results: first-time resolution up to 92% and alarm reduction by 19%.