



Service Plans to optimize your data center

Support for critical power and cooling devices

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Life Is On

Schneider
Electric

Optimize the performance of your data center

When it comes to maintaining and operating your mission-critical infrastructure, your major challenge is keeping it operating efficiently and at peak performance. An Advantage Service plan, customized to your business needs, helps you meet this challenge!

Why is a service plan so important...

The reactivity you need

When unexpected downtime occurs, every second counts. In order to safeguard your business and accelerate restart time, you need the timely reactivity of an experienced, well-trained field services team as well as access to the appropriate spare parts. Emergency on-site intervention from Schneider Electric gives you the reactivity you need, when you need it – giving you peace of mind even in critical situations. Available exclusively with Advantage Service Plans.

The reliability you need

Through a Schneider Electric Service Plan, you get access to technical experts for critical power & cooling systems whenever you need it. Our 24/7 hotline is a point of first contact in case of emergency but can also be used to address questions or concerns about normal operation. Available exclusively with Advantage Service Plans.

The depth of knowledge you need

Your equipment needs regular maintenance in order to keep it at optimized operating level. This maintenance needs to be performed by skilled professionals. Schneider Electric Advantage Service Plans include regular preventive maintenance visits, carried out by our experienced field services representatives using manufacturer specific tools, that help provide accurate diagnosis and support effective on-site interventions. This approach helps to enhance uptime and prolong the lifetime of the equipment. Available exclusively with Advantage Service Plans.

The OPEX clarity you need

Advantage Service Plans include partial or full cost coverage for on-site intervention on your maintained equipment and delivery of spare parts. This helps reduce the threat of unexpected costs and increases control over your maintenance budget. Available exclusively with Advantage Service Plans.

The trusted partner you need

Managing critical power & cooling equipment within a budget is challenging. But with the aid of a trusted partner to advise and support you, you can focus on what's important – your core business.











What do you get with an Advantage Service Plan for critical power and cooling equipment?

First and foremost the peace of mind that you have the reactivity commitment in the case of an unexpected problem. With access to highly qualified services personnel available 24/7, we can provide appropriate responses, customized to your environment, both when a problem occurs as well as during normal operations.

Our maintenance visits help avoid unplanned downtime and our flexible scheduling options mean that we can work with you to keep interruptions of your day to day operations to a minimum. In addition, our expert maintenance can help you to budget for replacement of critical parts, thus supporting the extension of the lifetime of your equipment.

Our service plans are designed to help you concentrate on your business - in the knowledge that your equipment is being looked after by experts.

	Features	EcoStruxure™ Asset Advisor ⁽¹⁾	Advantage Plus	Advantage Prime	Advantage Ultra
3-phase & Cooling	 Technical Support		Yes	Yes	Yes
	 Next-Business-Day On-site Response ⁽²⁾		Yes	Yes	Yes
	 Annual Preventive Maintenance Visit ⁽³⁾ (Power equipment = 1 visit/ Cooling equipment = 2 visits)		Yes	Yes	Yes
	 24/7/365 remote monitoring	Yes	Upgrade	Upgrade	Upgrade
	 Priority Access to the Supply Chain		Yes	Yes	Yes
	 Labor & Travel included			Yes	Yes
	 Parts ⁽⁴⁾		Discounted rates	Discounted rates	Yes
	 Customer Portal ⁽⁵⁾			Yes	Yes

⁽¹⁾ EcoStruxure Asset Advisor is not available in all regions or on all products. See your Schneider Electric Services Sales Rep for details.

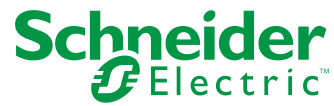
⁽²⁾ Upgrades to 8-hour or 4-hour on site response time.

⁽³⁾ Upgrade to 24/7 Preventive Maintenance Service may be selected where available.

⁽⁴⁾ Batteries not included.

⁽⁵⁾ A web-based application that provides access to asset and service contract information. Geographical restrictions may apply

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Learn more about Advantage Service Plans!
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