Liebert Remote Monitoring Service

Real-time Monitoring Services For Your Critical Infrastructure

Remote Monitoring Service has advanced from sending alarms to being a critical part of managing a data center. Liebert remote monitoring services provide secure, real-time remote connectivity to help your customer manage their critical systems. From simple alarm notification, custom escalation plans, lights out services and proactive diagnostics, Liebert is your total monitoring solution.

Why Customers Need Liebert Remote Monitoring Service:

- Know the equipment status
- Identify failures faster
- Escalate to the right people
- Integrate with on-site service
  - Faster first time fix
  - Higher system availability
- Identifies trends and conditions that will lead to critical failures outside of your data center.
- Offers a wide range of solutions for all critical (Liebert and non-Liebert) equipment.

Where to Find Customer Opportunities:

- Any customer with critical power and cooling, including Liebert and non-Liebert equipment
- Contract renewal, warranty and installed base
- Current RM customers to sign up more locations
- Customers who have SiteScan and/or Alber Battery Monitors

Target Customers:

- Customers with a high cost of downtime
- Customers with Alber monitors
- Customers with battery problems
- Multi-site, multi-module systems
- Remote monitoring customers

What you need to know about Network Communications:

- Remote network communications to service equipment has become standard to service data center equipment.
- Liebert Services has over a 90% approval rating when our Remote Network Engineers lead the discussion.
- Gather the customer’s IT contact information and forward it to the remote monitoring coordinators.
Competitive Comparison:

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<td>Only approved devices</td>
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<td>Service Escalation</td>
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<td>Battery Monitoring</td>
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Customer Discussion Guide:

“I’m uncomfortable with network communications.”
Remote connectivity is becoming an accepted practice for data center maintenance. However, an IT manager’s trust is limited to those who have proper credentials and experience. This trust needs to be earned by qualified Network Engineers at Liebert Services.

“Installation and start-up is probably too technical, and too difficult.”
We’ll take care of it for you. Communication devices, network security engineering support and installation coordination are all included in every order. If you already have a Liebert brand power and cooling unit then Intellislot card installation is also included in your order, for all Liebert Power and cooling equipment.

“Remote Monitoring is expensive.”
Remote monitoring reduces the overall customer’s cost by notifying specific alarm conditions that are critical to a customer’s operations, rather than requiring high-cost personnel whose job is to monitor the systems themselves.

“I have SiteScan and don’t want to pay for the whole cost of Remote Monitoring.”
SiteScan users are priced per SiteScan device monitored, lowering the overall cost of Remote Monitoring Service.

Upsell Opportunities:
- Core and Critical Space Services
- Battery Service with Integrated Monitoring
- Alber Battery Monitors
- Remote Monitoring Service Upgrades
- SiteScan Monitoring Software / Hardware

Emerson Network Power Liebert Services Contacts
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