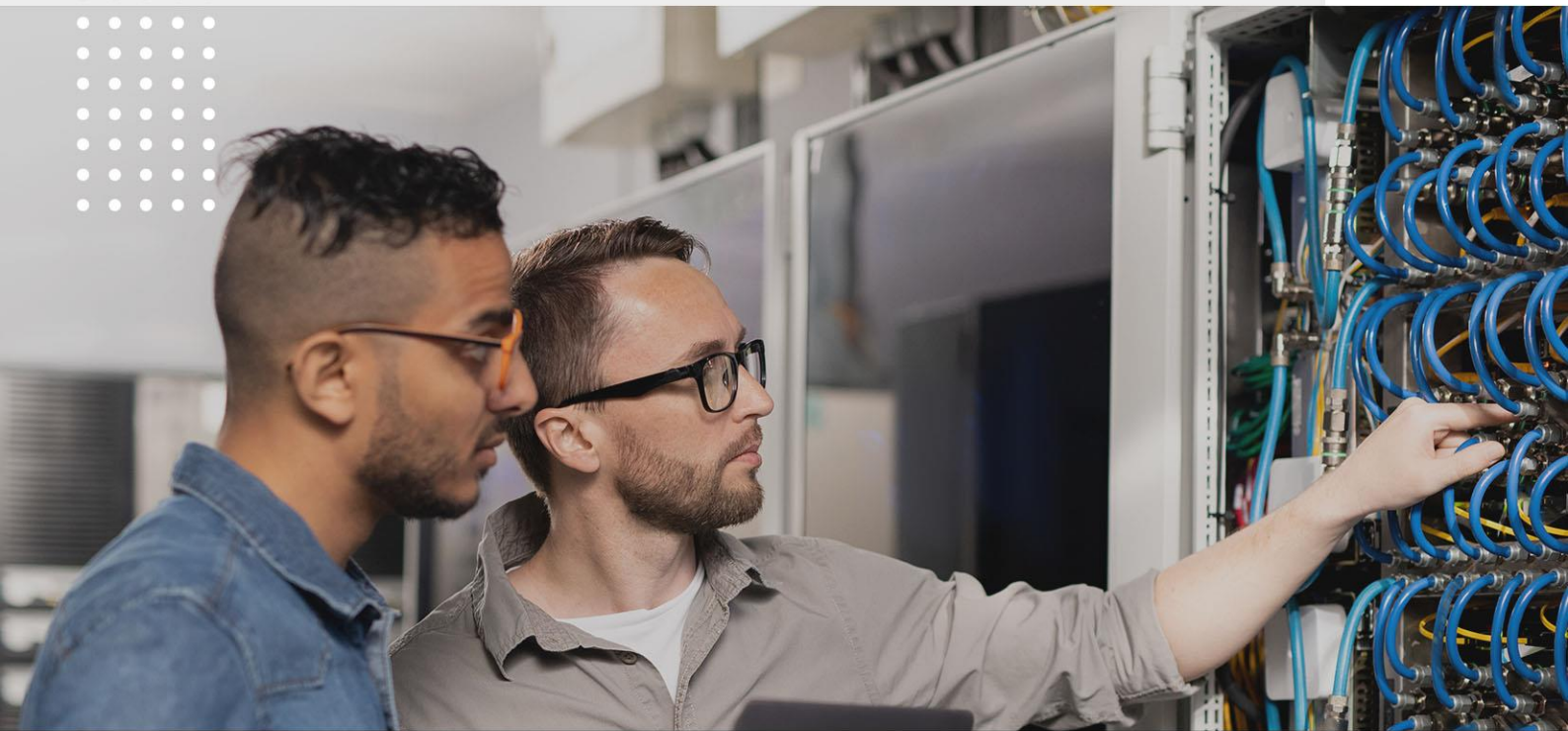


# DATA CENTER MAINTENANCE MANAGEMENT SERVICES



## **Maintenance and Management Services for Optimal Data Center and Critical Facility Operational Performance**

Data Center Maintenance Management Services (DCMMS) is a third-party maintenance services offering critical facility managers an ideal solution for the management and maintenance of their data center environment and critical building facilities. With service schemes catering to a range of maintenance management requirements, DCMMS ensures optimal uptime and seamless data center operations while offering 24/7 access to technical and engineering expertise for risk mitigation and emergency technical support during operational disruptions.

## Protect the critical infrastructures that empower your business

Data is among the most valuable commodities today. And, with digitization and technology advances, the value of data will only continue to rise. To accommodate this market demand for information, technology managers need to formulate a comprehensive IT infrastructure strategy that makes data center performance more efficient, adaptive, resilient and sustainable over the long term. This includes the upkeep and maintenance of data infrastructure and the critical structures that hosts the data center itself.

### 4 Critical Data Center Facility Issues You Can't Ignore

The COVID19 pandemic has shown that data centers have become a vital resource in enabling business continuity for many companies. Furthermore, there is widespread agreement that remote work will continue for a long time and, in many cases, is here to stay. Uninterrupted access to data centers have now become a cause for business survival, and IT managers must step up face these challenges:

1

#### Maintaining Availability and Uptime

As equipment gets more complicated, keeping tabs on all maintenance jobs and ensuring the right piece of equipment gets serviced and upgraded have become a complex process.

2

#### Skills Shortage

Are there processes to circumvent human error? Data centers are highly complex and a trained staff to manage and maintain complex equipment is a must.

3

#### Physical Security

Data centers are subject to external threats. Security protocols must be put in place to protect the buildings and critical facilities that host your valuable data.

4

#### Natural Disasters

The Philippines is inundated with earthquakes, flooding, tsunamis, volcanoes, and hurricanes, which may cause power outages and damage to expensive equipment, not to mention the impact of data loss and disruption to business operations.

### According to Uptime Institute's Global Data Center Survey 2021:

- ⚠ On-site power remains the most common cause of outages
- ⚠ 79% of data center outages involve human error or due to staff failing to execute or using incorrect processes and procedures
- ⚠ 62% of outages that are classified as significant, serious or severe have recorded business losses of more than \$100,000; and
- ⚠ 15% of these outages cost over \$1M
- ⚠ 3 out of 4 data center owners and operators believe their most recent outage was preventable

## **Data Centers Maintenance Management Services (DCMMS)**

Maintaining a critical facility that hosts your data infrastructure involves managing complex technology and multiple vendor relationships while juggling project deadlines, budgetary pressures and IT skills shortage. It may be more than your current resources can handle.

If you and your IT team find yourselves in this situation, there is a better way to manage everyday data center operations while avoiding operational disruptions and delays due to outages and other causes of system failures.

EGM Systems deliver outsourced data center environment and critical facility maintenance management services comprising of the provision and allocation of technical working teams, materials, tools and equipment for the operation and maintenance of your data center and critical facility.

### **Our Maintenance Management Services**

Our comprehensive maintenance schemes are customized to suit your business environment, with focus on maximizing manpower resources and IT investment, while offering a single point of contact that keeps your data center facilities operating at peak performance – freeing you and your team from IT management to focus on business growth and digital transformation.

### **Data Center Managed Maintenance Service**

Keep the brains of your business operations running smoothly by providing the necessary conditions for your Data Center Critical Facility Equipment (DCCFE) to operate efficiently. Our onsite engineers and Data Center Critical Facility Technician (DCCFT) possess a high level of technical knowledge on the different DCCFEs and are equipped with the skills to perform critical data center maintenance, repairs and emergency service on state-of-the-art critical support systems.

### **Building Property Managed Maintenance Services**

Commercial building properties, with its main intent of providing working space for different companies and establishments have its own set of Building Property Critical Facility Equipment (CFE) that provides critical services to its tenants. These equipment divide into electrical and mechanical system equipment, which requires management and maintenance to prevent disruption. We can provide onsite Building Property Critical Facility Technicians (BPCFT) within the data center premises to take charge of the day-to-day activities in order to meet data center operation conditions.

### **Spread Out Maintenance Managed Services**

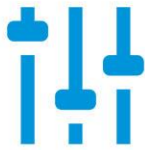
Data Centers, and Building Property Critical Facility Equipment are normally found within a specific singular location. However, if your organization implemented a distributed set-up, choosing our Spread Out Maintenance Managed Services, which is a combination of providing Critical Facility Equipment maintenance management services for both Data Center and Building Property CFEs located in different strategic locations would be the best course of action. We can deploy on-site engineers and technicians to service data centers anywhere in the Philippines.

# WHY EGM SYSTEMS FOR ALL YOUR DATA CENTER NEEDS



## Good Track Record

Our long-term relationships with our enterprise clients coming from different industries and verticals over many years are a testament to our commitment to delivering solutions and services to customer expectations.



## Customized Data Center Solutions

Our goal is to help you design and build scalable and resilient data infrastructures that is tailor-fit to match your unique needs and requirements and enable you to be competitive in the current economic landscape, while future-proofing your technology stack to meet future business demands.



## Strategic Partnerships

Our strong strategic partnerships with leading global technology manufacturers enable us to deliver IT systems and solutions that are on par with global top-tier standards and allowing your business to leverage on strong technology foundations to build and grow your business.



## Technical Knowledge and Expertise

EGM Systems, with our technical background in providing Business Solutions on a Global Standard, is backed by a talented workforce with more than two (2) decades of collective experience and knowledge of the different systems necessary to keep your data center operations running at peak performance.



## Single Point-of-Contact

We offer a full suite of data center solutions and services – from planning to designing, to building and maintenance and management services, including the critical facility equipment and network security and solutions that connect your business to your staff, customers and partners.

## Other EGM Systems Solutions and Services

- ✓ Data Center Buildout and Turnkey Solutions
- ✓ Internet and Network Security
- ✓ Wired and Wireless Networking
- ✓ IP Telephony and Unified Communications
- ✓ Network Performance and Management
- ✓ Server Storage, Backup and Virtualization
- ✓ IT Services and Support
- ✓ Managed Security

### About EGM Systems Global Technologies, Inc.

EGM Systems Global Technologies Inc. specialize in Data Center Build Out and Turn Key Solutions, and Data Network and Communications Infrastructure Solutions. Combined with our solid strategic alliances with leading technology manufacturers, we focus on developing strong partnerships with our customers by delivering quality service, technical competence, dynamic sales and support to ensure your Data Center and IT infrastructure needs are properly addressed so you can focus on your business needs and its growth.

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