

What does IT downtime cost you?

BECAUSE OF **UNRESOLVED** SYSTEM INTEGRATION ISSUES, YOUR COOLING AND UPS WILL OPERATE AT FULL CAPACITY, *DURING A FIRE.*

YOUR VIRTUALIZATION STRATEGY HAS DECREASED THE NUMBER OF SERVERS, BUT HAS CREATED **UNFORESEEN** HOTSPOTS.

A WEAK BATTERY CELL IN YOUR **UNMONITORED** UPS WILL FAIL FIVE MINUTES INTO THE NEXT POWER OUTAGE.

YOUR **UNTESTED** AUTOMATIC TRANSFER SWITCH WILL MALFUNCTION DURING THE NEXT POWER OUTAGE.

THE CONDENSATE DRAIN FOR THE COOLING SYSTEM IS STOPPED UP, CREATING AN **UNDETECTED** PUDDLE UNDER THE RAISED FLOOR.



HARDY
Mission-Critical
Infrastructure Management

Hardy finds and eliminates potential problems so they don't become your **undoing**.

Let Hardy manage your Mission Critical Infrastructure.

So you can concentrate on your core business.

The flow of information is the heart of your business. If it stops, your business can screech to a halt. Hardy pulls all the infrastructure pieces together to ensure the continuous availability of your data. Our comprehensive programs tailored to your specific requirements deliver the maintenance, monitoring, and emergency response required by today's high-density, high-efficiency data sites.

- Temperature and Humidity Control
- Electrical Power
- Fire Detection & Suppression
- Monitoring & Alert Notification 24 / 7 / 365
- Asset Protection
- Project Management & Commissioning
- Consulting

Your Mission-Critical infrastructure represents a major investment. Hardy's program insures that you get the most from that investment. You can count on our factory-trained technicians to maintain your equipment in peak condition. And in an after-hours emergency, we're there for you on-site with technical support and repairs.

TEMPERATURE & HUMIDITY CONTROL

- Cooling Systems
- Humidity Control
- Heat Removal Solutions
- In-row Systems
- Plenum and Ducted Systems
- Raised Floor & Ceiling Mounted
- Portable Cooling Units



ELECTRICAL POWER

- UPS Systems
- Backup Generators
- Automatic Transfer Switches
- Power Distribution Units
- Transformers
- Portable Power Units



MONITORING & ALERT NOTIFICATION

- 24 / 7 / 365 Central Station Monitoring
- Equipment Status
- Temperature & Humidity Levels
- Electrical Power & Battery Conditions
- Leak Detection
- Self-test Results
- Security Breaches





FIRE DETECTION AND SUPPRESSION

- FM-200
- Power & Cooling Integration
- System Testing



ASSET PROTECTION

- Access Control
- Video Security
- RFID Tagging



PHYSICAL INFRASTRUCTURE

- Rack Systems
- Cabling & Cable Management
- Raised Flooring
- Under-floor Maintenance



CONSULTING

- LEED AP & Certified Energy Manager
- Integrated System Commissioning
- Standard Operating Procedures
- Disaster Recovery
- Site Consolidation and Relocation
- EPA Compliance
- Network & Telecommunications



THE MISSION-CRITICAL INFRASTRUCTURE MANAGEMENT PROGRAM



MAINTAIN

- Scheduled Preventive Maintenance
- Load Testing
- Power Failure Simulation Testing
- Benchmarking

MONITOR

- Temperature and Humidity Levels
- Electrical Power Conditions
- Water Intrusion
- Self-test Results
- Trend Logging
- Security Breaches

RESPOND

- 24 / 7 / 365 On-site Response
- Emergency Repairs
- Portable Emergency Power and Cooling Equipment
- Disaster Recovery

Continuous Business • Disaster Avoidance

Management Plans and Monitoring Services

Once you choose your level of service, Hardy will customize a Mission-Critical Infrastructure Management plan tailored to your needs. The plan will detail the frequency of the service inspections and maintenance tasks to be performed by our skilled technicians. The plan will also define the specific equipment and real-time conditions to be monitored by our central station. Hardy's secure Internet access to your equipment will be through a VPN channel that you provide or it can be configured by our network engineers for your security.



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STAY AHEAD
OF THE CURVE
WITH HARDY
MISSION-CRITICAL
INFRASTRUCTURE
MANAGEMENT.

▶ BASIC CARE

A thorough maintenance and annual service program that meets the manufacturer's recommendations.

- Regularly scheduled inspections & preventive maintenance tasks
- Annual servicing and equipment testing
- Rapid emergency response
- Annual review & consulting

▶ ENHANCED CARE

Our same thorough maintenance and service program plus 24-hour monitoring.

- Regularly scheduled inspections & preventive maintenance tasks
- Annual servicing and equipment testing
- Rapid emergency response
- Quarterly review & consulting
- Round-the-clock Internet monitoring of your infrastructure equipment
- Rapid notification and emergency response in the event of equipment malfunction

Monitoring personnel will remotely monitor and record the results of any self-test performed by your equipment along with all other information available through the monitoring interface. Quarterly, Hardy will review the data with you to ensure that your systems are operating normally and that you are kept abreast of all important information.

▶ PREMIUM CARE EXTENDED WARRANTY

Our most comprehensive plan.

- Regularly scheduled inspections & preventive maintenance tasks
- Annual servicing and equipment testing
- Rapid emergency response
- Quarterly review & consulting
- Round-the-clock Internet monitoring of your infrastructure equipment
- Rapid notification and emergency response in the event of equipment malfunction
- Extended warranty covering parts & repair labor

