

Professional Services



Expert knowledge and Support

Providing a range of professional services for
Data Centre
Server Rooms
Communications Rooms
Commercial Buildings





Professional Services... Expert Knowledge and Support

Workspace Technology's operational & professional services are driven by our customer experience. Throughout all stages of contact, our processes and procedures are aligned to ensure that expectations in design accuracy, systems interpretation and installations quality, service and support are maintained.

Our service centric approach has been succinctly defined across a number of service definitions. These definitions map customer contact from project initiation through to final project sign-off and beyond, extended over the lifetime of the solution. The following outlines Workspace Technology's four service definitions.

Engage... design, planning and deployment services

This represents Workspace Technology's approach to all aspects of design, planning, deployment and project management services.

Consult... consultancy, audit & survey services

Consult provides professional advice on all aspects of data centre design, deployment, sizing and availability and includes a range of survey and audit services.

Support... planned and contract maintenance services

Workspace Technology offers a range of planned preventative maintenance and 24x365 callout service contracts to ensure critical system availability is maintained.

Intouch... online remote managed services

Provides clients with a 24x365 on-line remotely managed data centre, server room and building infrastructure services.



Engage

design, planning and deployment services

This represents our approach to aspects of design, planning, deployment and project management services. Workspace Technology's engage allows you to concentrate on your core competencies and rely on industry established experts to deliver the project and associated services.

The key deliverables of the engage process are:-

- Understanding business requirements
- Articulating the business requirements in a proposal and associated design
- Implementing the agreed solution in accordance with your business requirements
- Sign-off of the solution and migration to ongoing support and maintenance services.

Design

During the design phase, an understanding of the customer's business needs and the resulting solution is reached. During definition, the customer's requirements are agreed and the solution defined. From the requirements, high-level design activities shape the proposed solution.

The design process involves workshops, "blue sky thinking" style design sessions and internal design sessions as appropriate, to fine tune options.

Workspace Technology's engineers use contemporary design techniques based on "right size" energy efficient, modular systems which eliminate traditional unique "one off" engineering.

Our design engineers match business availability requirements to incorporate modular, scalable systems that can grow inline with growth demands. Standardised modular architecture reduces capital costs, as infrastructure size is scaled to align more closely with present I.T requirements, rather than building out initial capacity to support the maximum projected requirements.

Our team will produce detailed designs and recommend the most appropriate installation techniques to suit the environment. Using our design methodology and based on traffic or electrical loading calculations, Workspace Technology will engineer all aspects of cooling, airflow, power protection/distribution, I.T infrastructure and fire protection to deliver a complete turnkey solution.

Planning & Project Management

The planning defines the implementation process of the solution and is managed by a project manager. The assigned, dedicated Workspace Technology project manager will work with the client to produce a programme that includes:-

- Deliverables and acceptance criteria
- Organisation Chart
- Method Statements
- Risk and Health & Safety assessments
- The pre-defined acceptance tests.

Deployment

Workspace Technology provides a comprehensive multi-disciplined installation service for all aspects of Data Centre Solutions, Building Systems and Interior Solutions.

Workspace Technology will provide:-

- Deployment through certified and experienced engineers
- System commissioning to ensure integrity and conformity.



Consult

consultancy, audit and survey services

Our consultants provide professional advice on all aspects of the I.T Infrastructure including; Building Systems, Data Centre design, deployment, sizing, availability and a range of survey and audit services. The service delivers baseline, capacity planning, performance enhancing and fault resolution information to the IT and facilities manager. This information is critical to aid strategic decision-making.

Consultancy

Workspace Technology's consult service can help provide I.T & facilities managers with:-

- Improved energy efficiency
- Decreased system downtime
- Increased productivity
- Efficient use of current assets
- Accurate baseline statistics
- Optimisation and improved performance
- Maximum return on investment
- Consistent high quality service by identifying problems before they occur
- Informed I.T Infrastructure, Building Systems and Data Centre planning
- Greater information to inform the selection of new technologies.

Audit & Survey Services

Workspace Technology offers a range of data centre audit and survey services. These services may be specified as a result of a Data Centre Audit or as part of a comprehensive Data Centre planned preventative maintenance and support package.

Our Audit & Survey services provide data centre and facilities managers with in-depth analysis of their data centre environment. A detailed list of services is outlined in the following table.



Consult consultancy, audit and survey services

Audit & Survey Summary Table

Services	Details
Data Centre Audit	The Data Centre Audit service is designed to provide a comprehensive review of the existing data centre or server room facility. This review is designed to help identify both good and bad practice and help clients reduce the risk of downtime.
Electrical Thermal Imaging Survey	Detailed thermal imaging survey of data centre electrical systems and equipment. This survey will help identify unseen faults on electrical systems which can cause expensive business downtime, damage, loss of data or risk from fire.
Power Quality Survey	A comprehensive Power Quality Survey & Analysis service is designed to help:- <ul style="list-style-type: none"> ■ Identify and quantify harmonic related problems ■ To investigate 'flicker', 'sag' and other phenomena ■ Confirm electricity supply voltage levels ■ To identify Power Factor levels ■ Check loads before planned changes to distribution ■ To record the data needed to assess G5/4-1 compliance
Power Usage Effectiveness (PUE) Assessment	The PUE Assessment enables I.T and data centre managers to accurately benchmark the Power Usage Effectiveness (PUE), Data Centre Infrastructure Efficiency (DCiE) and usage of the server room environment through direct analysis of power and energy consumption.
Airflow & Room Thermal Imaging Survey	The Airflow and Thermal Imaging Survey enables data centre managers to identify problems with cooling capacity and airflow efficiency. The survey includes the following:- <ul style="list-style-type: none"> ■ Room assessment and layout plan. ■ Thermal imaging photos of each aisle and photographic images of each cabinet. ■ Air velocity pressure survey (airflow through each 600x600 vented floor tile). ■ Temperature and humidity check at low, medium and high levels on each aisle. ■ Flow & return temperature and humidity checks on the air conditioning units.



Support

planned and contract maintenance services

Workspace Technology offers customers unprecedented levels of expert help around the clock, anywhere in the UK. Supported with a nationwide network of highly trained engineers, we can provide an excellent choice of planned maintenance and essential emergency cover to give you complete peace of mind.

Workspace Technology provides flexible support contract arrangements, which enables you to tailor the service according to your specific needs.

Planned Preventative Maintenance Contracts

Server room and data centre environments are inherently designed for high reliability and availability. To ensure availability is maintained, it is important that manufacturer's recommendations for inspections and servicing are undertaken on key infrastructure components, including air-conditioning, UPS systems, generators and fire suppression systems. Planned Preventative Maintenance contracts are particularly effective at identifying any undetected, but potentially service affecting malfunctions that may lead to more serious long-term problems.

Workspace Technology will tailor a Planned Preventative Maintenance (PPM) service contract to suit engineering and system components within any new or existing data centre facility.

An appropriately implemented PPM contract will increase the availability of a data centre or commercial building facility and improve the Mean Time to Repair, should something go wrong.

Contract Maintenance

Workspace Technology engages specialist teams of service engineers operating throughout the UK. You can choose the level of service to match the business criticality.

Support Plan Options

STANDARD

Routine maintenance with access to our call-out service. All newly supplied products* *** covered within warranty period.

PREMIUM

As Standard but inclusive of callout charges when newly supplied equipment is within the warranty period*

COMPREHENSIVE

Provides full service including call-out charges and equipment replacement, both in and out of warranty** ***.

* Equipment replacement costs when within the warranty period are inclusive. This excludes consumables, batteries and lamps/bulbs.

** Excludes consumables, batteries and lamps/bulbs

*** Excludes failures where the system has been damaged by users or third parties or has a call-out due to customer operational error. Damage due to poor quality water, fire, storm, flood or act of nature will be chargeable. Full details are in the contract terms and conditions.

Service	Standard	Premium	Comprehensive
Planned Preventative Maintenance Schedule	•	•	•
New Equipment 12 Month Warranty	•	•	•
Minor Adjustments During Service Visits	•	•	•
Availability of Technicians 24 x 7 x 365	•	•	•
Engineers Callout Charges	•	•	•
Variable Response Time Options	•	•	•
Out of Warranty Equipment Replacement	•	•	•



Intouch

online remote managed services

Workspace Technology's Intouch service provides clients with a 24x365 on-line pro-active data centre or building facility management service. Intouch covers all aspects of the environment, including power distribution, environmental and security monitoring, UPS, fire detection and air-conditioning equipment status.

The levels of service range from basic monitoring, to extensive predictive analysis and reporting, through to complete facility management.

Benefits of Intouch include:-

- Online Data Centre system management tool
- Internal staff can focus on core business process
- Fixed and documented deliverables
- Instant online access to network status, performance and outstanding issues
- Pro-active, interactive and reactive focus on the critical infrastructure
- Extensive and proactive monitoring of key performance indicators

- Short and long term performance degradation can be detected and corrected in advance
- Accurate capacity budgeting to make a trend analysis for future resource requirements.

Information Gathering

The service is designed to detect and provide an alert to the early warning signs of a potential disaster. The remote system polls the network of nodes which in turn poll the local sensors attached 24x365 and alerts any out of line conditions as they occur.

Workspace Technology will design management and monitoring systems to deliver effective information gathering.

Example Sensors / Alarms

Sensor	Alarm Event
Temperature/ Humidity Levels	Enables high or lower temperature / humidity events to be recorded and escalated. Typical high temperature events may be due to malfunctioning AC systems.
Water/Moistures	Leak detection will identify any associated condensate or system pipe leaks which may cause damage to the facility.
Power	Power monitoring enables threshold triggers, power failures or power quality events to be recorded and escalated.
Volt Free Contacts	Volt free contacts can be programmed to support a complete range of equipment including fire suppression systems, generators, air conditioning and UPS equipment.
Access Control/Security	Systems can be interfaced with access control to provide enhanced security.





Intouch online remote managed services

Intouch can be enhanced with an IP LAN Pan/Tilt/Zoom camera deployment to allow remote surveillance for the room. This enable the Intouch support team to view an area at the time of alert, capture a series of images for future reference or to hone in on a specific area.

Network Operation Centre

The Intouch service is managed from our 24x365 Network Operation Centre facility located in Sutton Coldfield.

Once a condition is detected and alarm priority identified, Workspace Technology assumes a contact procedure pre-defined with the client. Workspace Technology can deploy instant messages through SMS and email. When combined with service contracts, faults can be logged and engineers dispatched without the intervention of the client.

Monthly Management Report

Monthly management reports detail activity for key performance indicators. Reports summarise infrastructure activity, review threshold settings and analyse priority alarm activity reports.

The enhanced predictive analysis service provides insight into short and long term degradation and trend analysis for future equipment and resource requirements. As an example, Workspace Technology can predict the growth of power utilisation and advise and plan for room upgrades or design changes to ensure levels of availability are maintained.



Commitment Quality & Safety

The expertise of Workspace Technology is associated with a quest for total quality, not just our products and services but which also extends to our employees. It is through the quest for total quality that Workspace Technology has achieved the prestigious ISO 9001 accreditation.

Workspace Technology deploys a philosophy of continual development and training across the company. The health, safety and welfare of our employees and customers is of paramount importance to Workspace Technology. The company is committed to implementing Health & Safety at Work and are an accredited CHAS approved contractor.



Business Divisions Performance and Reliability

Workspace Technology delivers clients with a competitive advantage through the design and implementation of flexible and reliable Data Centre Solutions, Building Systems, Interior Solutions and in the provision of Professional Services. This one-stop approach to “workspace technology” is applied to commercial; manufacturing and data centre, server and communications room environments.

Our solutions offering is delivered through our focused business divisions:-

Data Centre Solutions: expert energy efficient data centre, server and communications room solutions and services.

Building Systems: intelligent building infrastructure services which include Communications, Power, Security and Cooling technology.

Interior Solutions: commercial interior renovation, dilapidation and fit out services including partitions, ceiling systems, raised access floors and finishes.

Professional Services: expert knowledge within project planning, design, consultancy, training, planned maintenance, customer support and remote managed services.



Making the difference

Connecting with our clients

Workspace Technology's Professional Services division provides a range of project management, consultancy, audit, survey and support services. By engaging with you and taking the time to understand your business and performance related issues, Workspace Technology is able to effectively address the demands of your business.

Workspace Technology welcomes this opportunity to connect with you as a valued customer. We would like to share our vision and expertise through a partnership approach. Our ability to deliver integrated, scalable, energy efficient solutions has made us the preferred choice for many public sector and commercial businesses today.

Operating throughout the UK, Workspace Technology offers clients an enthusiastic and refreshing approach, combined with teamwork that takes performance and service to new levels of excellence.

Further details of Workspace Technology's products and services can be found at **www.workspace-technology.com**.



Approved "Endorser" EU "Code of Conduct on Data Centre Efficiency"



APC Elite Partner
Data Centre Certified



Workspace Technology's "Commitment to help clients reduce their carbon footprint through the deployment of energy efficient technology and design".



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Creating an effective workspace environment