

SITE MANAGEMENT

Critical data centre facility

Works are fully coordinated to achieve what is in effect a single technical management entity, ensuring that the reliable operation of the centre is maintained.

Modern commerce is underpinned by technology and information management. The effective operation of economic and business systems fundamentally depend on the seamless operation of data processing centres. Major financial institutions depend upon the reliable operation of their own data processing centres, the seamless provision of electronic banking services and the generation of income from those transactions. These complex facilities rely upon a sophisticated engineering infrastructure where systems must be operated and maintained to ensure a level of reliability as near as possible to perfect.

At these locations, Integrated Technical Management provides bundled multi system operations and maintenance services under the direction of experienced management.

Works are fully coordinated in conjunction with the customer's management team and change management requirements to achieve what is in effect a single management entity.

This means that the reliable operation of the centre is never affected by unplanned or ill-considered maintenance activities. All appropriate maintenance is carried out in a timely and uncompromised way to ensure the reliable and efficient operation of site operations, plant and systems. Continuous improvement processes are put in place to ensure that the risk profile of the centre is reduced over time. Project works and maintenance activities are carried out to clearly

documented change management procedures and the attendance of different trades is fully coordinated with works integrated where required.

Highly qualified technical staff with access to senior experienced support and management provide detailed knowledge and capabilities across all systems and trades. This proves invaluable when troubleshooting problems and facilitating repairs in critical situations.

Technical staff become an integral part of the management structure of the facility providing support and input in the ongoing process of improvement and risk management. They provide, through Integrated Technical Management, immediate access to a network of critical site operators and industry experts.

On these sites, the regular auditing of operational and maintenance works monitors adherence to procedures and provides feedback to improve and enhance practices. Compliance with both contractual and regulatory requirements is tracked by customer accessible systems, employing transparent reporting.

INTEGRATED
TECHNICAL
MANAGEMENT

