**Rittal – The System.**

Faster – better – everywhere.

# Rittal IT Service.

Trust in our manufacturing expertise.

**RITTAL**

FRIEDHELM **L O H** GROUP

Benefit from our technical expertise and fast response times.
Whether you have a minor malfunction or need a complete
system overhaul, we are on hand whenever you need us.

# Competent. Globally present. One-stop service.
Our value promises for your IT.

Modern IT systems represent the lifeblood of many companies. As data volumes continuously expand and become ever more complex, it is now more vital than ever to be able to rely on a functioning digital infrastructure that is always available. Detailed expert knowledge, short response times and exceptional support quality are key requirements for any service partner. Put your faith in the tried-and-trusted Rittal service and reap the following benefits:

- Comprehensive support, from concept development through to the after-sales service and beyond
- Reliable support for your IT systems with professional lifecycle management
- Highly qualified service technicians and infrastructure specialists
- Solid expert knowledge with manufacturer expertise
- Web-based and automated service processes
- Ready availability of original spare parts
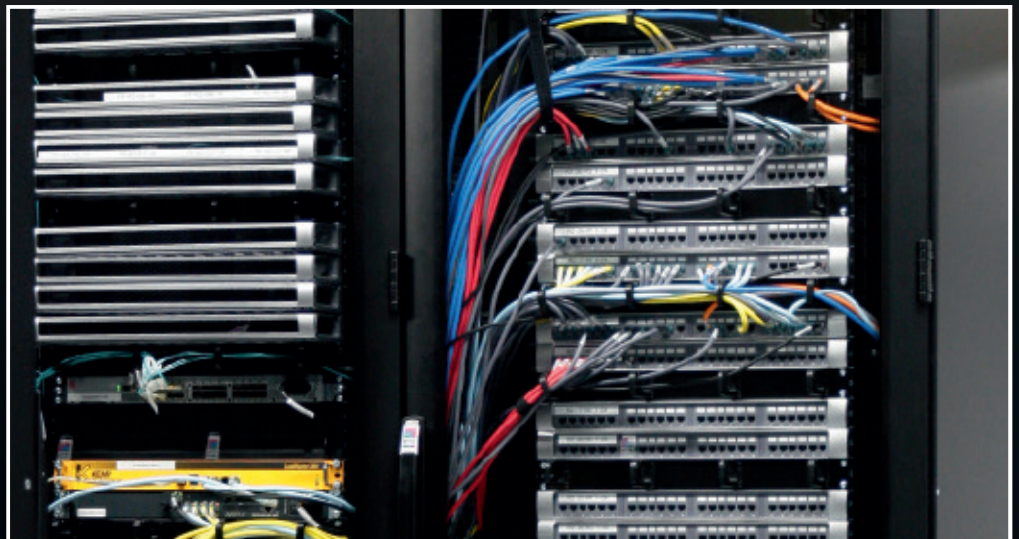


Continuous performance monitoring means that failures and malfunctions in IT systems are promptly detected and averted.

# Your one-stop service.
Problem-solving expertise for all IT scenarios.

Rittal are pioneers in innovative IT solutions that can be purchased quickly and easily for efficient, reliable operation. Our range of solutions offer maximum modularity, scalability and efficiency. They range from individual IT racks, to turnkey data centres housed in a container, through to flexible infrastructure and cloud solutions. This range is supplemented by flexible service models to maintain smooth-running operation at all times. Rittal is a strong partner for your company throughout the entire lifespan of your data centre.

Our holistic range of solutions includes:

- Meticulous concept development and project planning of your data centre
- Smooth-running assembly and installation
- Professional commissioning
- Predictive after-sales service
- Modernisation and optimisation

At Rittal, our IT service and IT project sales are closely interlinked to guarantee a comprehensive consulting and servicing portfolio. A central project manager coordinates all the steps involved, for one-stop expertise that will save you time and money.

# Everything starts with Rittal.

## Consulting and concept development

Powerful IT begins with meticulous, forwarding-looking concept development. That's why the Rittal IT Service begins with project planning. We solve the problems associated with costly, maintenance-intensive, inflexible or unreliable IT infrastructure and application landscapes. Take advantage of our professional, customer-driven consulting service. We deliver one-stop turnkey solutions. Our central IPMA-certified (International Project Management Association) project manager will take care of every detail. You can rely on our project planning expertise.

The right decisions during the development and design of a data centre ensure problem-free operation down the line.

## What we offer

- Central, IPMA-certified project managers
- Project management based on DIN EN 50600
- Concept development by Uptime Institute-accredited Tier designers
- Planning confidence based on many years of experience and a broad product portfolio

## The benefits to you

- Professional support throughout every phase of your IT project
- A system concept tailored to your requirements

# Customised solutions.
## Implementation.

The entire initial installation of your IT is carried out by experienced service technicians based on your individual concept. The Rittal IT Service uses the full weight of its manufacturing expertise to complete functionality of your IT solution. When implementing defined structures and process operations, all regulations and target requirements are specified in close collaboration between you and your central project manager, and precisely aligned with your requests and preferences.

- Assembly and installation of the OT (Operational Technology) infrastructure.
- Installation of water pipework/coolant lines, power supply, power distribution, backup (UPS/emergency generator)
- Installation and configuration of the DCIM software RiZone
- Installation of physical security solutions
- Instruction and training of your personnel

High quality standards in every detail provide the basis for stable functioning.

# Ultra-reliable.
## Commissioning.

All the functions of your OT and IT infrastructure are subjected to in-depth testing to be absolutely certain that everything precisely matches the plans. In this way, you can be sure that the system runs exactly as planned in the various different operating states. Should you require an emergency manual or operating manual, we will be happy to prepare comprehensive documentation.

- IT load test
- Functional test with links to the building management system, alarm chain, redundancy circuits
- Control of the remote monitoring systems
- Preparation of commissioning reports
- Handover of the operating and IT security concepts
- Project handover

Professional commissioning means a high level of operational liability.

# Always there for you.
## Our after-sales service.

The Rittal after-sales service ensures your data centre remains available 365 days a year. With maximum efficiency. And at a predictable cost. Our service portfolio is outlined below. Because the central project manager is familiar with your project history, they are able to give you the best possible advice. Benefit from the range of Rittal services and get the maximum out of your IT.

## Inspection

What we offer
- Visual inspection of the system and all installed products and solutions to DIN 31051

The benefits to you
- A fast, reliable overview of the status quo of your IT data centre

## Maintenance

What we offer
- Visual inspection and evaluation of the general condition
- Thorough cleaning of system-critical equipment
- Measurement and documentation of system parameters
- Review of the entire system

The benefits to you
- 24/7 availability of your IT infrastructure, 365 days a year
- Enhanced value preservation of your data centre
- Compliance with the statutory regulations to DIN 31051
- Up to 30% more efficiency translates into lower costs

## Leakage test

What we offer
- Leakage tests on refrigeration systems in line with EU Regulation 517/2014 on fluorinated greenhouse gases
- Expert implementation of one-off servicing jobs or ongoing maintenance under your service contract

The benefits to you
- Certified service engineers ensure compliance with all inspections required by law
- Legally compliant operation of your equipment

# Attention to detail.
## After-sales service.

## Spare parts management

What we offer
- Our Rittal Distribution Centre in Haiger has over 1,400 different standard spare parts in stock.
- Numerous spare parts are available for express shipment with a 24-hour delivery promise on working days
- Local availability, thanks to spare parts stocked at 58 Rittal subsidiaries worldwide
- Customer-specific stocking of spare parts
- Lifecycle management with predictive replacement of wearing parts

The benefits to you
- Optimum spare parts availability ensures rapid fault resolution
- More flexibility and fast operations by stocking special components
- Delay-free handling with original spare parts from the manufacturer

## Repairs and troubleshooting

What we offer
- Expertise: On-site troubleshooting by certified Rittal Service technicians
- Presence: A well-developed service network ensures our engineers are never far away
- Efficiency: We carry spare parts on board, and have a 90% success rate after just one site visit (high first-time fix rate)

The benefits to you
- Fast, professional troubleshooting
- Fast availability of equipment
- Reliable service performance
- Binding response times – technician on site

# Modernisation.
## IT check –
## Get the lowdown …

Have us conduct regular, in-depth inspections of your OT and IT infrastructure. This will improve performance and ensure that any risks are identified early on.

In an IT check, we review the following aspects of your IT solution:

- Maintenance status and leaks in refrigeration equipment
- Energy efficiency and sustainability
- Capacity utilisation and scalability
- Obsolescence risks
- Alarm chains and redundancy circuits
- Compliance with statutory requirements, guidelines and standards

As the outcome of the IT check you will receive an assessment report containing individual optimisation and organisation options including identified cost drivers, potential savings and risk minimisation via optional, predictive replacement of wearing parts.

# ... for a fully functioning IT system.
## Service contracts.

Rittal service contracts allow you to tailor the scope of services to your specific requirements and combine various modules – based on fixed, transparent terms and conditions. This ensures the best possible protection for your IT solution at a visible price, both now and in the longer term.

## Customised IT service contract

These modules can be used individually or combined with several others – depending entirely on your actual requirements.

| Module | | | | |
|---|---|---|---|---|
| **Maintenance** 🔧 | 1× per year | 2× per year | | |
| **Availability** 🕐 | Business hours (Mon–Fri, 7 am–5 pm) | 5× 24 hours (Mon–Fri) | 7× 24 hours (Mon–Sun) | |
| **On-site service** 🏠 | Next working day (Mon–Fri) 7 am–5 pm | Next week day (Mon–Sat) 7 am–5 pm | Within 8 hours | Within 4 hours |
| **Warranty extension** ★ | +12/+24/+36 months, includes defined spare parts and repairs | | +12/+24/+36 months, includes defined spare parts, repairs and predictive replacement of wearing parts | |
| **Stocking of spare parts** ⚙ | At Rittal | At Rittal and delivered within 24 hours | Individually agreed | |
| **Inspection** 🔍 | 1× per year | 4× per year | 12× per year | |
| **Leakage test** 💧 | 1× per year from 5 t $CO_2$ equivalent | 2× per year from 50 t $CO_2$ equivalent | 4× per year from 500 t $CO_2$ equivalent | |
| **Replacement of wearing parts** | By operating hours | | | |

The scope of services in the table above applies to Germany only. Please contact your Rittal subsidiary to ask about service packages in your country.

Individually configurable – transparent costs – recurring servicing intervals – short response times

# **Reliability** is our top priority.

Some 600 clients in the German energy industry rely on system house ene't GmbH to ensure high availability of their IT services. At its own data centre, ene't provides public utilities, regional suppliers and affiliated groups with industry specific software solutions and databases.

## Play it safe with modular service agreements

To guarantee high, round-the-clock data centre availability, 365 days a year, ene't has signed a Rittal manufacturer's service agreement. Individually plannable servicing and maintenance measures ensure full functioning of the Rittal technical infrastructure at all times. Key components of this include unrestricted availability of service technicians and a guaranteed, next-working-day response time for key components. Flexibly adapted modules such as individual stocking of original spare parts at the Rittal Global Distribution Centre (GDC) and additional inspections of the fire extinguisher system and deoxygenation service round out this service. In this way, ene't receives fast, expert support with all data centre-related issues.

"The failsafe operation of IT systems is the number one priority in our business model. By regularly servicing our systems we can be sure that they are intact and that no failures are imminent."

**Dipl.-Ing. Roland Hambach,** Managing Director of ene't GmbH

## "Won over by complete solutions"

**Falk Heinen,**
Project Manager – Information Technology at ene't

**Why did ene't decide to build a new data centre?**

CDs are less widely used as data carriers for software solutions. Increasingly, our customers expect direct, constant online access to our servers. Our software as a service model ensures that the databases are always up-to-date and protected.

**Why did you opt for a solution from Rittal?**

Conventional data centres often struggle with our large volumes of data. We needed a turn-key solution, that's why we chose Rittal. Rittal offered an outstanding performance every step of the way, from the initial price negotiations to elaboration of the project, right through to the service package.

**What are the benefits of the container?**

The new data centre boasts superior security in all areas. Fire prevention in particular has been optimised thanks to the low-oxygen atmosphere inside the container. The deoxygenation system previously installed in our premises did not work.

"In our business, the availability of an IT infrastructure is business-critical. We cannot afford unnecessary response times and unplanned downtime. The service agreement we signed with Rittal gives us the necessary peace of mind."

**Thomas Dietz,** Head of the Operating department at Universal IT-Services

# Contactable **around the clock.**

As the largest independent investment company in the German-speaking market, Universal-Investment in Frankfurt boasts assets under management of around €380 billion with a 650-strong workforce. Powerful, maximum-protection IT systems are a pivotal element of fund administration. For this reason, Universal-Investment uses a modular Rittal RiMatrix S data centre in its security room.

## Preventive servicing

The company's demanding security requirements include avoiding unnecessary reactive work leading to unplanned downtime. Preventive maintenance helps to optimise operation, which in turn contributes to operational reliability and competitiveness. Universal-Investment has signed a modular service agreement with Rittal, guaranteeing that a customer service technician will be on site in less than eight hours, day or night. In the demanding finance industry, 24-hour contactability of the Rittal customer service team is crucial.
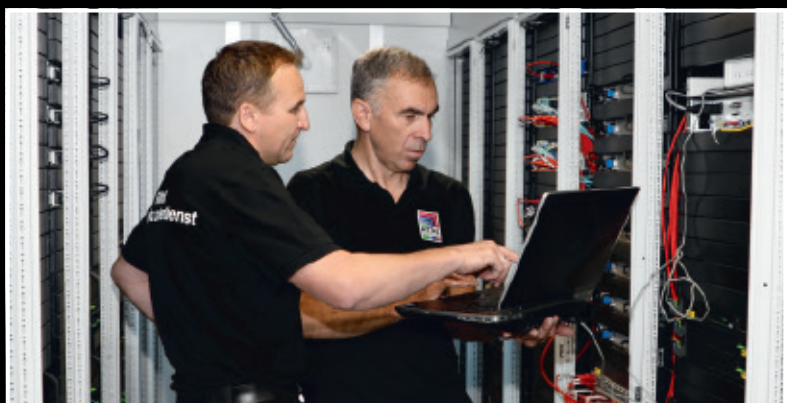


During regular twice-yearly servicing, Rittal service technicians carry out the full range of tests prescribed by law (such as leakage tests to EC Reg. 517/2014), and review the equipment for safety-related aspects, as well as potential optimisations.

# Working for you.
## Our experts.

The Rittal factory customer service is always close at hand. Readily contactable. With highly qualified teams. And rapid solutions.

Our promise:
- Our service experts are at your service around the clock, 24 hours a day
- Reliable response times
- Comprehensive service network – More than 60 highly qualified service technicians with outstanding product knowledge are distributed across Germany and can be at your premises fast.

**Get in touch with us today**

For questions and quotations on our range of services, we are on hand with advice and practical assistance – please call us on +49 (0)2772 505-1717.

For malfunctions, please call +49 (0)2772 505-1855. We are on hand to assist you around the clock.

iNNOVO
CLOUD

# IT as a Service.
Stay flexible and
up-to-date –
at a calculable cost.

If you prefer not to invest in and operate your data centre yourself,
you can also purchase an own individual IT infrastructure as a service
from the cloud, at fixed monthly rates. Customers who may benefit
from this include those with stringent data privacy standards and
strict compliance regulations, such as insurance companies, financial
institutions and healthcare companies. The clever thing about the
portfolio offered by our partners Innovo is that recurring modules are
compiled individually to fit the customer's requirements.

What we offer
- Assembly and operation of standardised private cloud platforms,
  based on VMWare, OpeNStack or Kubernetes
- Managed services for virtual servers and databases
- SLA-based expert operation of the entire IT platform, including
  remote monitoring and troubleshooting
- Connection to an Innovo Cloud data centre for backup and
  disaster recovery purposes

The benefits to you
- Use of up-to-the-minute technologies and contemporary
  IT platforms
- Avoidance of downtime
- Scale up or down with our pay-as-you-go model
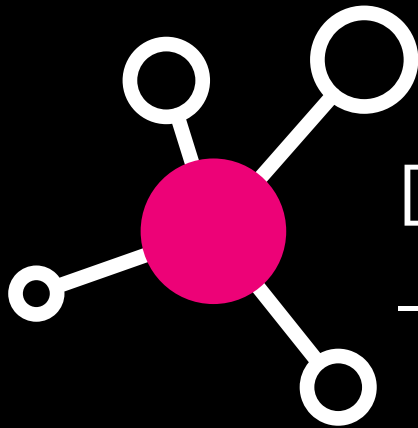
# Data volumes are growing – grow with them

**Cloud resources as required**

**Scalable standards**

**Reliable future**

**Uninterrupted availability**

iNNOVO
CLOUD

# Intelligence at the Edge.

Empowered Edge for an
intelligent industrial
IT infrastructure.

In the Industrial Internet of Things, companies are expanding their
decentralised infrastructures for digitalised systems and machines.
As a result, they need suitable Edge computing solutions.
Our "Empowered Edge" portfolio comprises a full range of turnkey
data centre solutions, ranging from single enclosure solutions through
to entire containers. All solutions may be flexibly configured with
IT platforms and managed services. If necessary, they can also be
linked to Innovo's central data centres in Frankfurt to analyse large
data volumes or to absorb peak loads.

The benefits to you
- Error-tolerant systems, thanks to intelligent technologies
  (such as Kubernetes and OpenStack)
- Hardware and IT platforms tailored to the application
- High level of automation for software-defined IT solutions
- All infrastructure components may be designed for high
  performance densities
- Integral monitoring and remote-controlled maintenance processes
- Option of linking to central Frankfurt data centres

# An ecosystem for distributed data processing



EMPOWERED
EDGE

EDGE CLOUD

iNNOVO Core

LEFDAL MINE
DATACENTER NORWAY
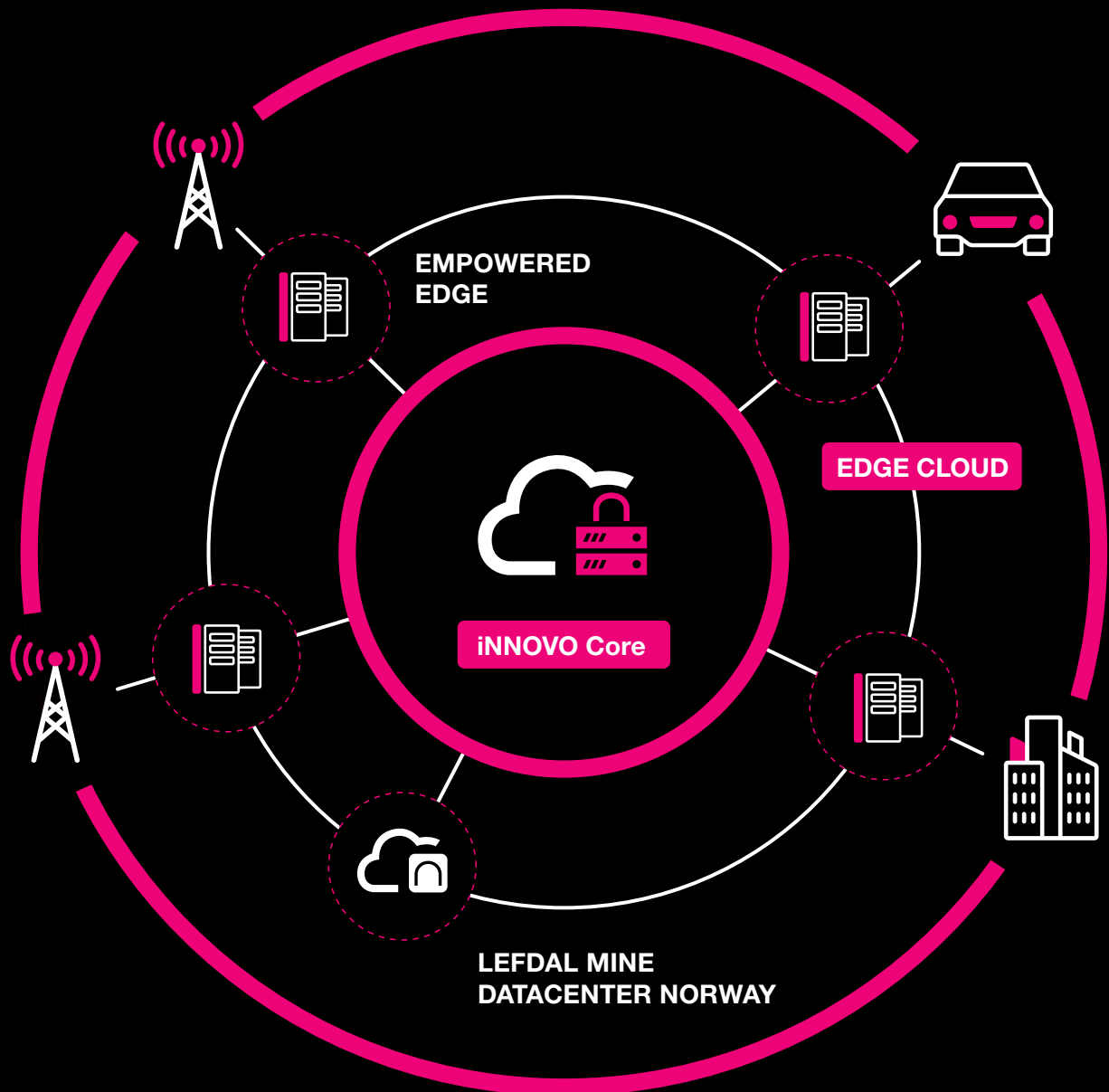
# iNNOVO CLOUD

# Maximum transparency and security.
## Cloud services from Germany.

As an established cloud provider, Innovo Cloud offers state-of-the-art cloud platform technologies from three independent Tier 3+ data centres in Frankfurt. Depending on requirements, these platforms are technically compiled, privatised in line with compliance requirements, and where necessary supplemented with additional service and operating modules.

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What we offer
- Modern cloud technologies for automated deployments based on Kubernetes and OpenStack
- Located in Germany
- Virtual or dedicated private cloud
- Bank-level compliance – Auditable data centres and individual contract formulation

The benefits to you
- From data centre as a service, to IaaS, through to distributed PaaS
- Managed platform and application services: Operational support for databases, load balancers etc.
- Transition partner: Concept development and execution of large migration projects including gradual conversion from legacy systems to modern cloud technologies
- Transformation enabler: Let our experts take your application and IT landscape to the next automation level and support you with IT strategy advice

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# Cloud platform technologies.
As a service model.
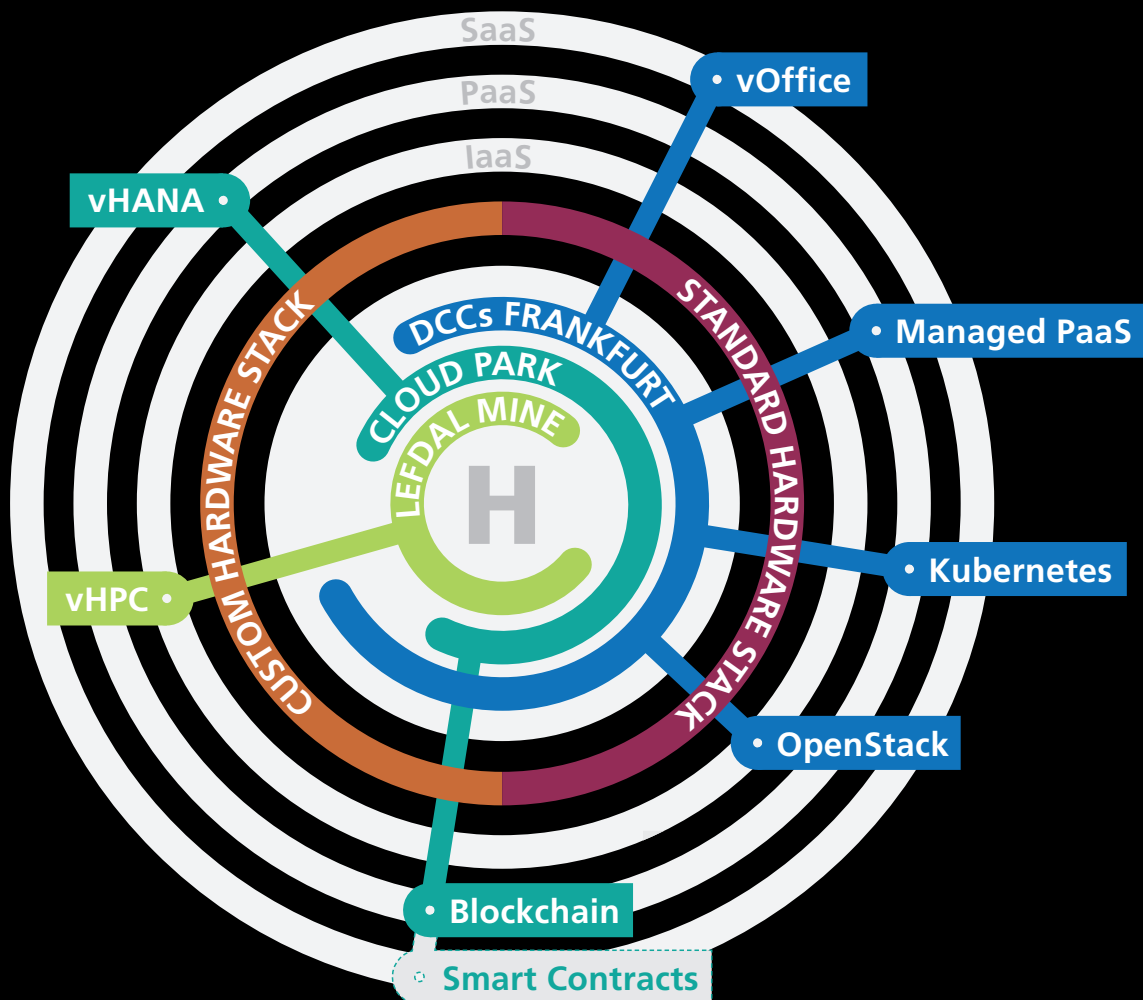
# Rittal – The System.

**Faster – better – everywhere.**

FRIEDHELM **L O H** GROUP

- ■ Enclosures
- ■ Power Distribution
- ■ Climate Control
- ■ IT Infrastructure
- ■ Software & Services

You can find the contact details of all
Rittal companies throughout the world here.

www.rittal.com/contact

You can find the contact details of all
Innovo sites here.

www.innovo-cloud.de/kontakt

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