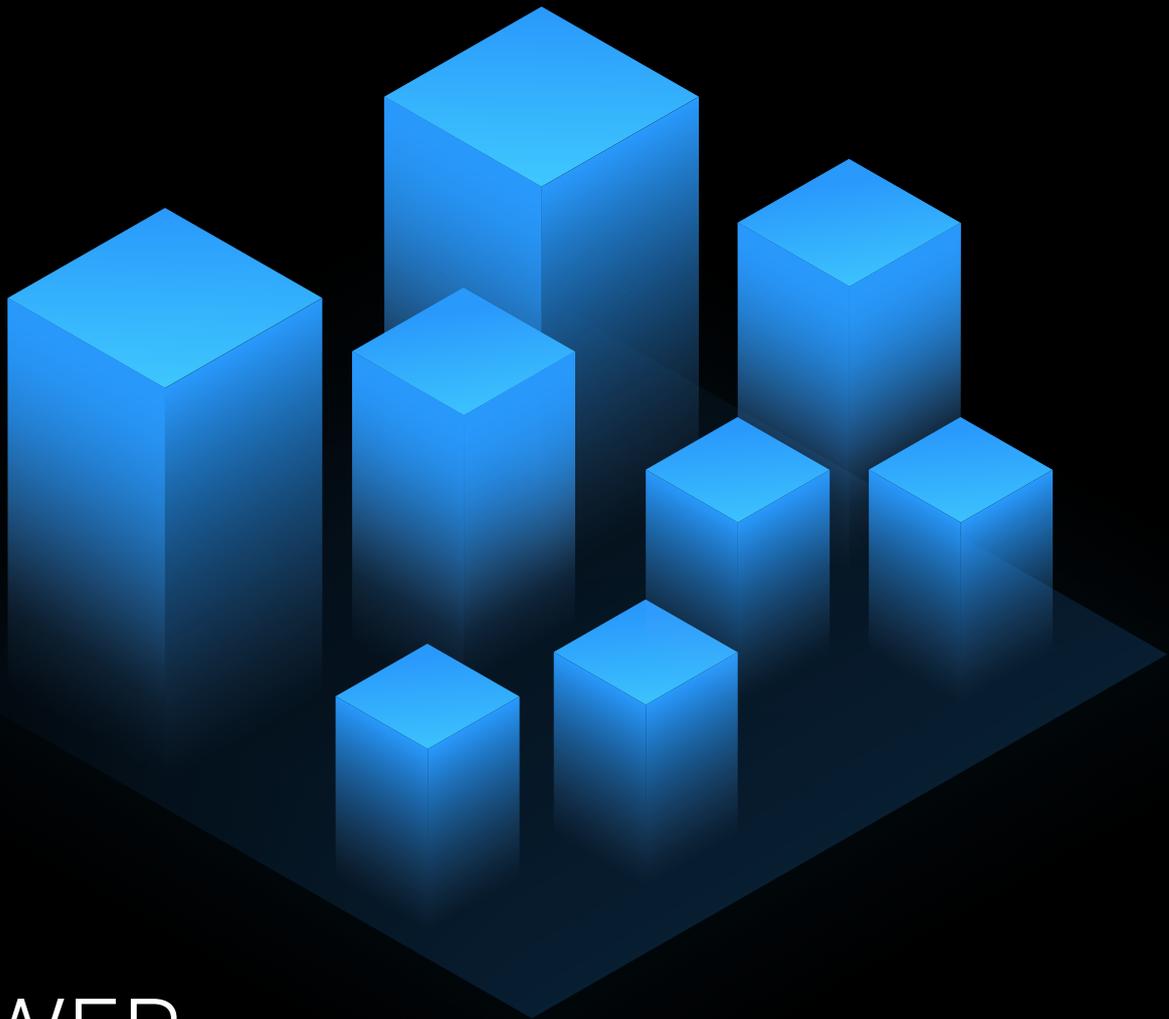




CARTER  
SULLIVAN

SERVICE & MAINTENANCE FOR  
NEW & EXISTING SYSTEMS



# POWER INFRASTRUCTURE MANAGED SERVICE

**Carter Sullivan's Managed Service for IT Power Systems includes everything you and your business requires for complete confidence in your entire power infrastructure.**

**ONE OF THE  
UK'S LEADING  
PROVIDERS**

We're qualified and skilled electricians that can manage, maintain and protect your non-essential power systems.

Alongside your UPS, we can ensure consistent power to lighting, sockets and the power provided to building maintenance systems that keep your business functioning.

For the first time, Carter Sullivan can provide a comprehensive package of power system protection and care for SMEs that's designed for you and your business.

## POWER AUDIT

Every new client relationship begins with a power audit

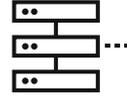
We complete a Power Audit within 15 days of your planned start-date. During the power audit, an electrical engineer will complete the following checks:



SINGLE LINE DIAGRAM  
OF INSTALLATION



CIRCUIT LIST



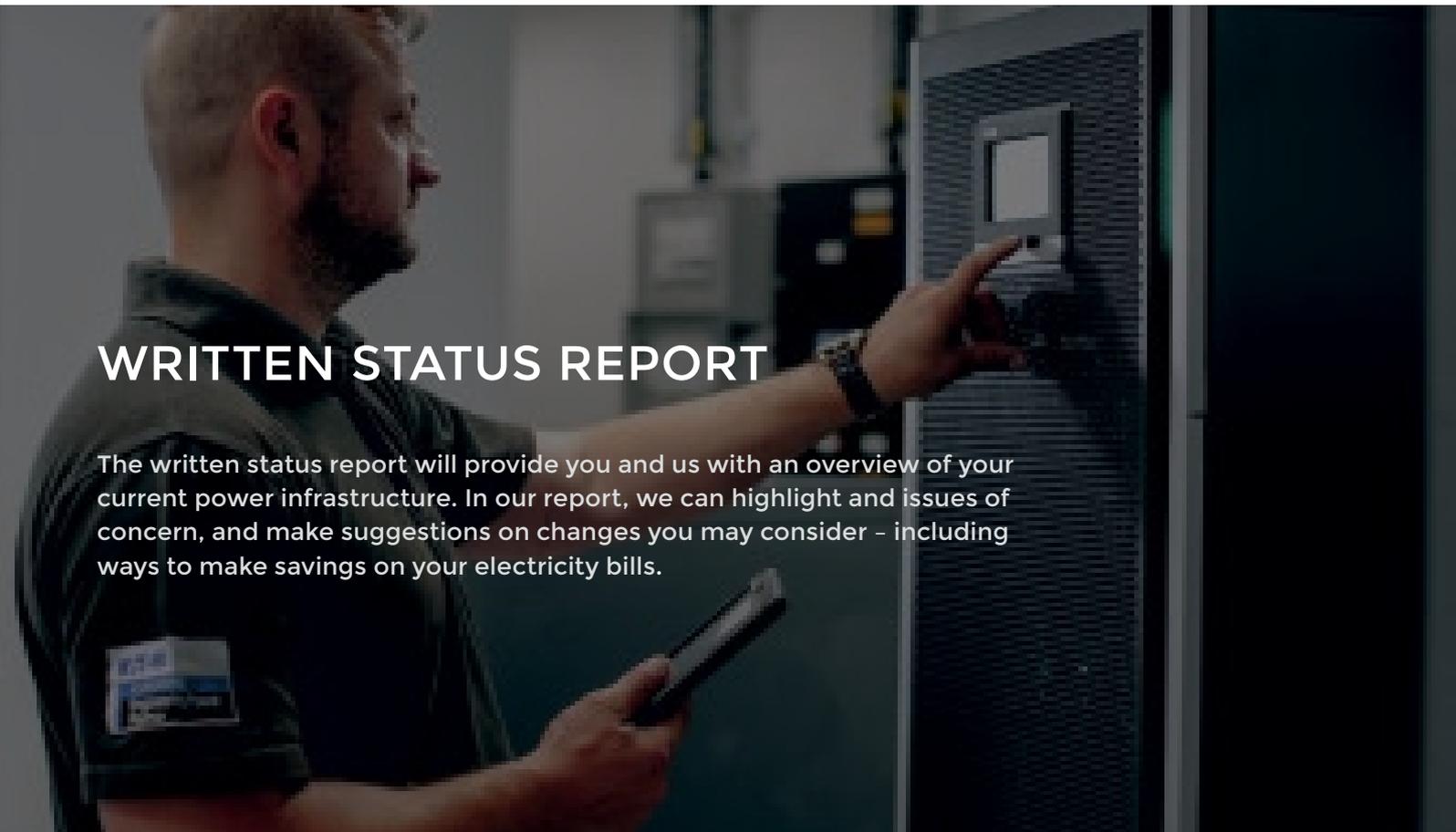
ASSET LIST  
INCLUDING PDUs /UPS

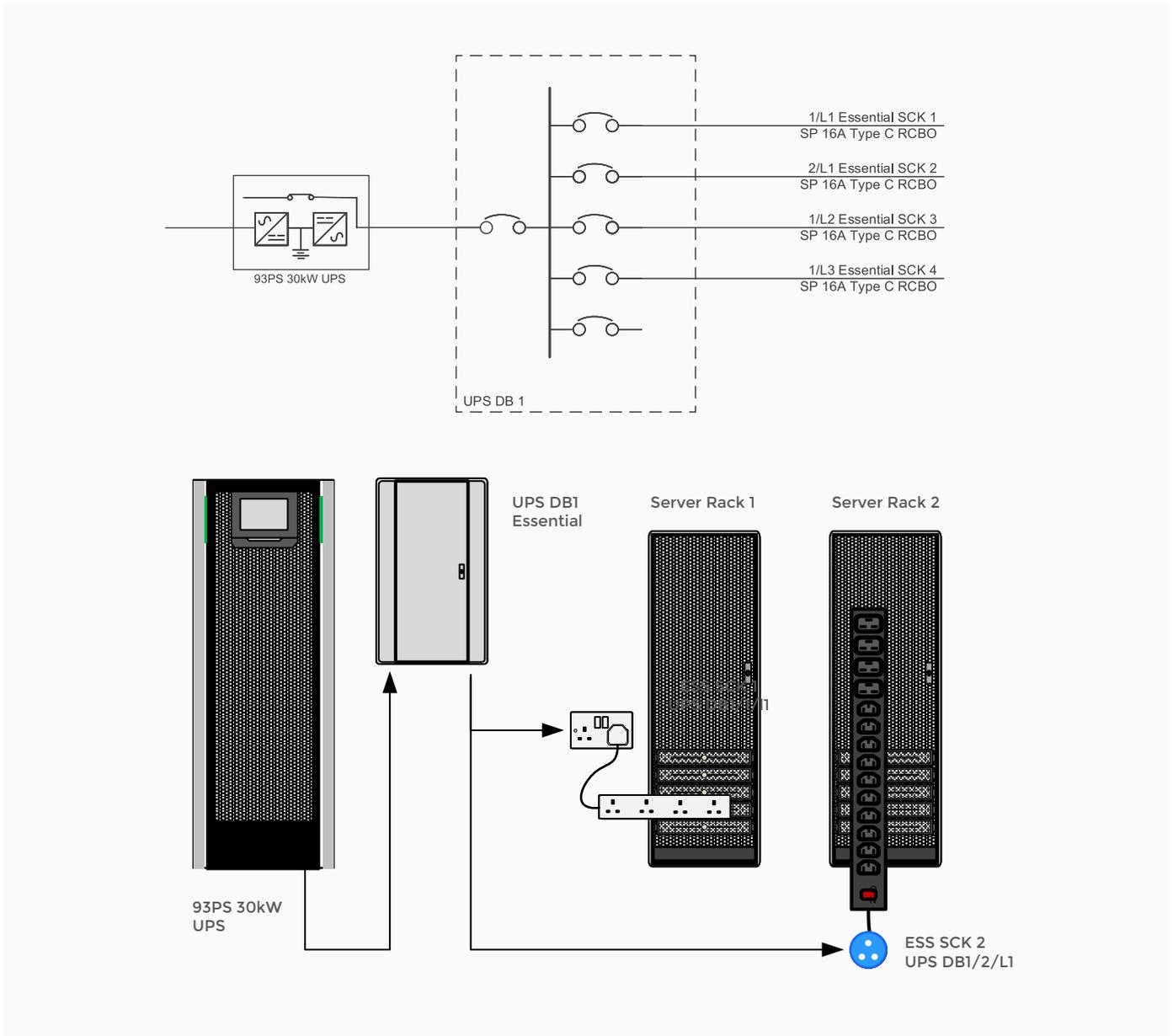


WRITTEN STATUS  
REPORT

## WRITTEN STATUS REPORT

The written status report will provide you and us with an overview of your current power infrastructure. In our report, we can highlight and issues of concern, and make suggestions on changes you may consider - including ways to make savings on your electricity bills.





## POWER MAP

Our exclusive Power Map is a visual aid allowing you to understand your power system and, in the event of a problem, quickly identify the point of failure, and rectify it.

If you are concerned about how your business will cope and react to disruption with our power systems, our Power Map provides a logical and intuitive way of planning your recovery.

Premium-subscribers will receive an exclusive Power Map of their business. Basic and Enhanced subscribers can purchase a Power Map of their business for an additional fee.

# WHAT'S INCLUDED IN OUR MANAGED SERVICE PACKAGES

## Business continuity planning

We will help you to develop a proactive business continuity plan that avoids and mitigates critical power risks.

## Software updates

Trained technicians will check that all software is up-to-date and correctly installed and functioning.

## Firmware updates

Our engineers will ensure your IT equipment is running the latest firmware, personally installing and configuring it themselves if required.

## Incident support

Whether you've noticed a problem, our technical staff do, or an automated system picks it up - we'll be on hand to manage and maintain your power systems.

## Procurement support

We've spent over 15 years' advising our clients on how to maximise their budgets. We will help you to set priorities and align your power systems plans to your IT strategy - and back this up with the data you need to make decisions.

## User training

We will provide comprehensive and clear user and operator training that's appropriate for both non-technical and experienced staff.

## Asset management

With our help, all power infrastructure assets will be accounted for, deployed, maintained, upgraded, and correctly disposed of when the time comes.

## Technology enablement sessions

Our Technology Enablement Sessions are designed to maximise user acceptance, engagement and ultimately, the utilisation of the technology that powers your business.

## Technical help

Expert advisers on our Help Desk will have all information about you, your systems and your business that they need to return your system to peak performance in the event of a failure.

## Preventive maintenance

Our support packages include equipment cleaning, installation inspection and operation environment checks, mechanical inspections, measurements and adjustments, and an overall system check.

## On-site response

In the event of a failure, that cannot be rectified by our technical support team, an engineer will attend site to investigate and fix the fault.

# SERVICE LEVEL PACKAGES

SERVICE	STANDARD	ENHANCED	PREMIUM
Power Audit	●	●	●
Software Updates	●	●	●
Firmware Updates	●	●	●
Incident Support	●	●	●
Procurement Support	●	●	●
Technology Enablement Sessions		●	●
Business Continuity Planning		●	●
User Training			●
Asset Management			●
Power Map			●
Technical Support			
Mon - Fri 09:00 - 17:00	●		
Mon - Fri 24 hour		●	
Mon - Sun 24 hour			●
One Preventive Maintenance Visit			
Mon - Fri 09:00 - 17:00		●	
Anytime 7 days a week†			●
On Site Response			
End of Next Working Day	●		
6 Working Hours		●	
4 Clock Hours			●
Call Out Labour			
Excluded	●		
Included Mon - Fri 09:00 - 17:00		●	
Included Mon - Sun 24 Hour			●

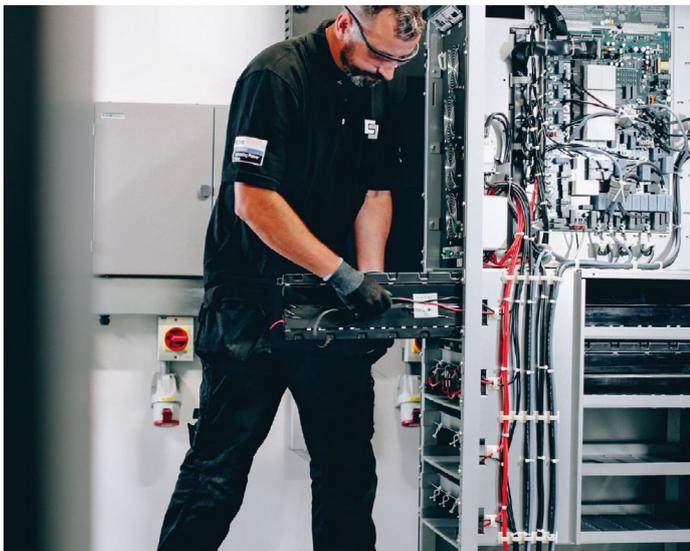
† Excludes Bank Holidays

## TAILORED SUPPORT

We recognise that the challenges you face as a business are as unique as you are.

With our flexible 3 tier service packages, you can build a support package that's tailored to you, safe in the knowledge that we will take care of the rest.

Work with us, and you'll join **thousands** of other business who rely on Carter Sullivan to keep their essential power infrastructure performing.



## Talk to a Carter Sullivan Managed Service Specialist today

01234 781500  
enquiry@cartersullivan.co.uk

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