

Uptime Institute Professional Services delivers consulting services based on the Uptime Institute's intellectual property, including Certifications to the Tier Classification System and Operational Sustainability.

The Continuous Availability Review is **Uptime Institute Professional Services** most comprehensive mechanical and electrical infrastructure assessment. **Uptime Institute Professional Services** consultants travel to mission critical data centers and inspect the facility for capacity constraints, potential downtime vulnerabilities, equipment and system deficiencies, and single points-of-failure. Working closely with both Facilities and IT personnel, the consultants compile a list of modifications recommended to maintain and improve uptime performance.

Since **Uptime Institute Professional Services** is an independent third party with no vendor affiliation, the results of the Continuous Availability Review provide clients with an objective roadmap for improving facility availability.

On-Site Inspection

The team of consultants gathers data over four days in order to assess the 16 critical site subsystems:

- Review design drawings to determine configuration and capacity of installed equipment
- Identify *Critical Deficiencies* and *Deficiencies* based on potential for downtime
- Record *General Observations* describing facility infrastructure characteristics
- Benchmark facility against data centers with similar availability objectives
- Provide *Recommendations* for operational changes and capital investments

The team leader delivers a summary outbrief on the fifth day of the on-site inspection:

- Consultant team provides detailed feedback during outbrief for questions related to site assessment

Final Report

The final report is delivered three weeks after the completion of the on-site inspection:

- *Executive Summary* presents significant findings and recommendations in context of site availability objectives
- Downtime vulnerability and Concurrent Maintenance capability are reflected in subsystem scorecards
- *Deficiencies* and *Recommendations* are categorized in the main report by site subsystem
- Color photographs of *Best Practices* and *Lurking Vulnerabilities* are published

Principal Consultant formally presents findings to client subsequent to final delivery of report:

- Provides clients an opportunity for management-level feedback after receiving report

Why Uptime Institute Professional Services?

- FIRST & ONLY to consult and Certify to the Tier Classification System
- DATA CENTER SPECIALISTS serving those organizations with the highest uptime requirements
- NON-BIASED, vendor-neutral, 100% customer-focused *leading-edge* support
- REAL EXPERTISE from consultants with 30+ years of 'hands on' data center operations experience
- SINGULAR ACCESS to world's largest database on *why* things go wrong

Uptime Institute Professional Services is a data center engineering and management consulting firm whose mission is to work with clients to ensure data centers are managed for uninterruptible uptime over sustained periods. **Uptime Institute Professional Services** consultants and licensed engineers have backgrounds in data center operations and function as an outsourced C-level infrastructure expert to clients, providing Principal-level consulting and education to clients during any stage of a project.

Uptime Institute Professional Services consultants comprehensively evaluate existing data center facilities by documenting risk factors for an outage as well as recognizing best practices. The firm's consultants also collaborate on major data center construction projects and operations management. **Uptime Institute Professional Services** consults and Certifies to the Tier Classification System as part of data center sustained availability efforts.

Independent of any Engineer-of-Record or manufacturer affiliation, **Uptime Institute Professional Services** consulting teams help clients develop and execute solutions that are responsive to their unique business needs. Since 1985, **Uptime Institute Professional Services** has guided and justified data center investments for major organizations that require high levels of continuous availability to conduct business.