

Service

Perfect all-round support package
for your data centre

iQdata



The specialist for IT infrastructure

iQdata

iQdata is the brand for complete system solutions for all your data centre needs. Thanks to iQdata, SCHÄFER IT-Systems, as an experienced specialist for IT infrastructure, can now offer you the entire product spectrum for the full-scale equipment of your data centre:

- Rack
- Cooling
- Power
- Monitoring
- Security
- Service

iQdata combines the renowned SCHÄFER product quality with innovative and intelligent IT solutions to make your enterprise fit for the future. With unprecedented manufacturing depth, SCHÄFER IT-Systems develops and produces its own data centre solutions and supplies you with the complete system from a single source.

Put your trust in iQdata!

iQdata Service

The analysis is always the first step. In SCHÄFER IT-Systems' holistic service approach, competent on-site consulting and advice are the decisive components. An energy-efficiency analysis of your data centre determines the status quo and reveals optimization potential.





Commissioning and acceptance tests are also included in the service portfolio, as is on-site assembly and installation by our own team. And after installation, we continue offering you our support.

If your requirements change and your company continues to grow, the modular SCHÄFER IT-Systems solutions will grow with it.

Requirements – what do you need?



Rack

- Network and server racks
- Colocation racks
- Cable management
- Accessories



Cooling

- Enclosures
- Sidecoolers CW and DX
- Backcoolers
- InRackcoolers
- Accessories



Power

- Basic PDUs
- Smart PDUs
- Customized PDUs



Monitoring

- Rack monitoring systems
- Room monitoring systems
- DCIM



Security

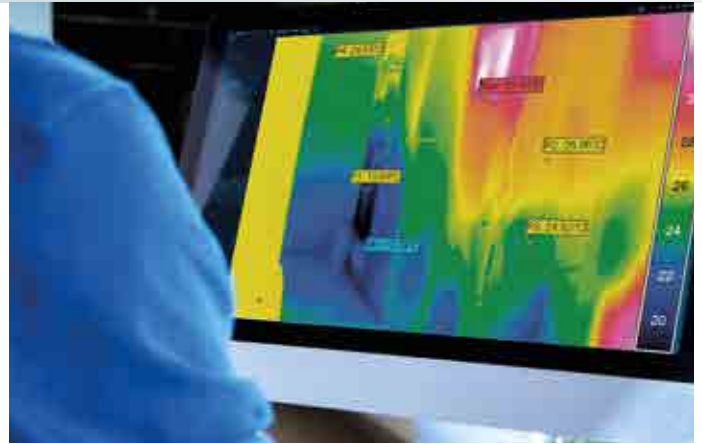
- Early fire detection
- Rack extinguishing systems
- Door locking systems



Service

- Planning support
- Energy efficiency analyses
- Maintenance/replacement parts
- Commissioning/acceptance
- Assembly/installation

Service from SCHÄFER – Comprehensive and flexible



Planning support

Whether you're installing new or adapting existing data centre infrastructures, deciding on which cooling concept or set-up solution is ideal for your needs – right from the start of the project, our team of experts will be there to provide all the assistance you require.

- Preparation of tendering documents
- Type of set-up based on ideal space utilization
- Cost comparisons for possible cooling concepts (e.g. open or closed side coolers, air-cooling devices, cold water or DX coolers, etc.)
- Preparation of 3D drawings
- Joint development of customer-specific special solutions

Energy efficiency analyses

The status quo provides the basis for any optimization. The more precisely this is determined, the higher the actual saving potential is. The on-site analysis of your data centre infrastructure will provide you with a complete picture of your energy optimization potential.

- Thermograms (images taken with thermographic cameras)
- Measurement of air volumes/server room cooling capacities
- Analysis of cold water generation
- Detection of weaknesses in the climate control system
- Creation of a concept for improvement and more efficient utilization of the data centre
- An independent, detailed report including concrete measures
- Precise documentation of all readings taken and the resulting measures and/or proposals for improvement



Commissioning/Acceptance/Load testing

Would you like the guarantee in advance that your data centre will meet all the demands placed on it? Our modular "Installation Concept" enables all installed components and solutions to be tested individually before going into operation.

- Adjustment and setting of the installed and fully operational components (e. g. sidecooler)
- Precise determination of parameters (limits and threshold values)
- Activation tests for sensors, ventilators, etc. (commissioning certificate)
- Acceptance in acc. with German VOL (supply of services) or VOB (building works) standards
- On-site instruction of operating staff
- Presentation of commissioning certificate
- Factory acceptance of all supplied services (acceptance certificate)
- Implementation and monitoring of load tests with comprehensive documentation

Installation

Our extensive installation portfolio will also be available to you during the project realisation phase. Depending on the scope of the project, you define your requirements and our team of specialists and partners will make sure they are implemented without any problems.

- On-site inspections after the contract has been awarded
- Project and installation scheduling and the preparation of approval drawings
- Participation in construction meetings and site inspections
- Coordination of the different trades and work stages
- Assembly and alignment of the supplied components (baying the racks and side coolers, installation of enclosures, incl. sensor and control technology and power socket strips)
- Cabling work in power, security and monitoring according to your specifications
- Precisely coordinated delivery and installation
- Coordination of transport companies
- Assembly also possible under difficult conditions (e. g. use of cranes and stair robots, on-site dismantling of racks due to narrow stairways or doors, etc.)
- Regular interim cleaning of construction site and final cleaning

Service from SCHÄFER – All from a single source



Service – Climate control

The service we offer for your climate control units covers installation, assembly and installation, including commissioning by highly qualified climate control technicians. Short reaction times of the service teams ensure that downtimes are minimised. Maintenance and inspection contracts tailored precisely to your needs will support your individual safety concepts.

Maintenance/Replacement parts

Uninterruptible operation of your data centre processes must be guaranteed at all times. In consultation with you, we will tailor the maintenance concept precisely to your requirements, incl. the desired reaction times.

- Preventive servicing of electrical components such as sidecooler, DCIM and PDU's
- Adaptable maintenance intervals (1 x , 2 x or 4 x per year)
- On-call services (up to 24 h, 7 days a week)
- Replacement parts in stock, available at short notice
- Specially trained and certified technicians
- Project-specific replacement parts in stock

Service - Climate control			
Maintenance	1 x per year		2 x per year ¹⁾
Availability	24 hours		
On-site service	Next working day Monday to Thursday 07:00 a.m. – 4:30 p.m. Friday 07:00 a.m. – 2:30 p.m.	Within 24 hours On site 7 days a week	Within 12 hours On site 7 days a week
Warranty extension ²⁾	12 months	24 months	36 months
Inspection	1 x per year	2 x per year	4 x per year

1) For Sidecoolers with refrigerant, maintenance is generally carried out 2 x per year.
2) Only in conjunction with a maintenance contract from the first year / Standard warranty 24 months.



Individual Consulting

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Our production locations



Head office and production site at Neunkirchen (D)



Plant at Betzdorf (D)



Plant at Ledec nad Sázavou (CZ)

SCHÄFER IT-Systems, an innovative manufacturer of made-to-measure network and server cabinet and data centre solutions for both conventional and complex applications, is part of the internationally successful company SCHÄFER WERKE.

This owner-led group of companies has its headquarters in Neunkirchen in Germany's Siegerland region. The work of all the SCHÄFER WERKE divisions – SCHÄFER IT-Systems, SCHÄFER Industrial Solutions, SCHÄFER Container Systems, SCHÄFER Perforated Metal and the EMW Steel Service Centre – is based on high-quality thin steel sheet. The processing of this material is one of the core competencies of this enterprise.

