



OPERATIONS & MAINTENANCE

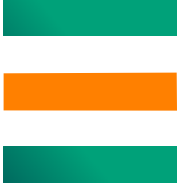
# Solutions for Data Centers

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Equans Process Solutions covers the entire value chain of data center construction, fit-out, operation and maintenance.



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# HISTORY OF OCIS

- **1933** Foundation of the company by **Augusto Castagnetti**, the business began by offering sanitary, plumbing and heating installations.
- **2001** Acquisition of Augusto CASTAGNETTI by **Gaz De France** to address the Pharmaceutical market.
- **2008** Gaz De France merges with Suez to become **GDF SUEZ then ENGIE**, a global player in energy and the energy transition.
- **2009** Changeover from Castagnetti SPA to **OCIS Omega Concept Impianti e Sistemi SPA**
- **2022** Birth of **EQUANS Global**, leader in multi-technical service, **and acquisition of OCIS.**

In 2023 Omega Concept Impianti e Sistemi will celebrate its 90 years of history.



## Main Activities



# 1. Main Activities



Operation Procedures  
in different conditions



Maintenance planned  
activities



SPoF identification and  
mitigation



Incident management



Energy efficiency actions



End-of-life components and  
warehouse management



Waste management



Extras

# 1. Main Activities

## ACTIVITY N°1



## Operation Procedures in different conditions

- Maintenance Operation Procedures
- Standard Operation Procedures
- Emergency Operation Procedures

All **procedures are extremely detailed** and explores all fault possibilities, with punctual indications to manage any possible situation.

They are made up as follow:

- Equipment/installation general description
- Health and safety risk analysis
- Critical infrastructure information
- Engineering risk assessment
- Sequence Of Operations (SOO)
- Emergency Operative Procedure (EOP)

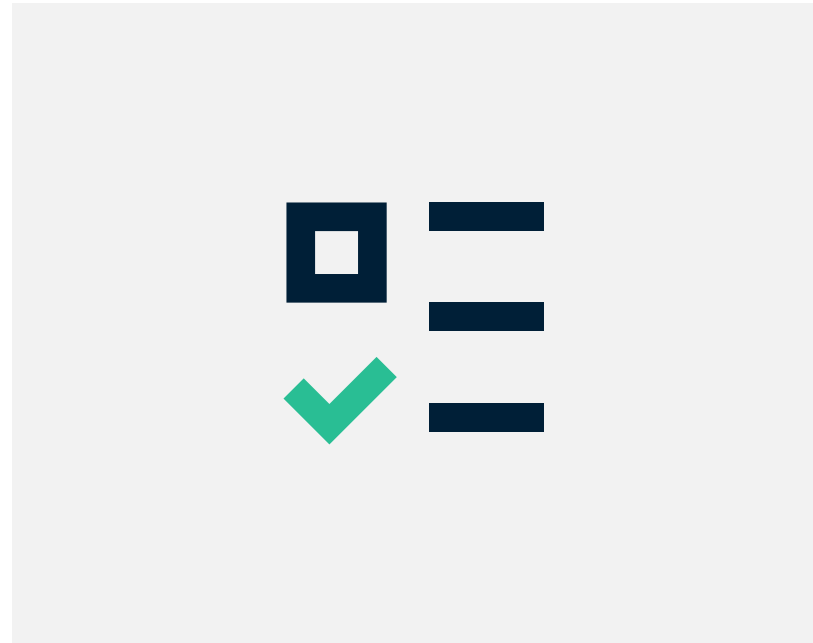
# 1. Main Activities



## ACTIVITY N°2

### Maintenance planned activities

Planned on a **yearly basis** we manage ordinary and extraordinary interventions, according to the law and following the “*best practice*”, eventually re-scheduled monthly to follow urgencies or customer needs.



# 1. Main Activities



## ACTIVITY N°3



### SPoF identification and mitigation

- Identification of actual problem.
- Design of a customized solution by our ATD certified people.
- Implementation of the mitigating solution with problem resolution.

## ACTIVITY N°4



### Incident management

We work with **structured management processes** and **procedures supported by a ticketing software** that helps us **organizing information and actions**, tracking any progress in ordinary and extraordinary activities and effectively **communicating with the customer**.

# 1. Main Activities



## ACTIVITY N°5



### Energy efficiency actions

- We have the knowledge of the plant and all the needed skills to operate **energy saving actions daily regulating operation parameters** (in a range of acceptability defined by our client).
- We oversee any kind of initiative aimed to PUE reduction or energy efficiency in general.

## ACTIVITY N°6



### End-of-life components and warehouse management

Always guaranteeing spare parts availability.

# 1. Main Activities



## ACTIVITY N°7



### Waste management

- Waste life cycle.
- Eco sustainability of end-of-life components.

## EXTRA



- Skill assessment with **internal and external training**, to guarantee the high standard of quality required by the customer.
- **HV Station management** (HV/MV line swap – shutdown and securing).
- **Facilities revamping or improvement** (e.g. Facilities Failover implementation).

# 2

## Main Indicators



## 2. Main Indicators

**SLAe**

Essential Standard Level  
Agreemen

**SLA**

Standard Level  
Agreemen

**KPI**

Key Performance  
Indicators

## 2. Main Indicators



### INDICATOR N° 1



### *Essential* Standard Level Agreement (SLAe)

- Waste life cycle.
- Eco sustainability of end-of-life components.

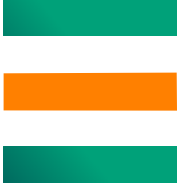
### INDICATOR N° 2



### Standard Level Agreement (SLA)

- Proper management of alarms based on magnitude.
- Proper intervention time in case of any failure, based on magnitude.
- Execution of all scheduled maintenance activities on time.
- Fault simulations (on site drills).
- Compliance with safety and security procedures.

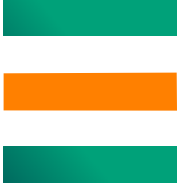
## 2. Main Indicators



### SLAe AND SLA INTERVENTION TIME

SLAe/SLA time intervention over criticality	Alarm management	Site inspection	Supplier intervention	Incident report emission
	<ul style="list-style-type: none"> <li>• Ticket opening</li> <li>• Client notification</li> <li>• Estimation of problem severity</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluation of actual severity</li> <li>• Possible autonomus intervention</li> </ul>		<ul style="list-style-type: none"> <li>• System restoration</li> <li>• Root cause analysis</li> <li>• Problem mitigation</li> </ul>
Tier 1*	< 15 min	< 25 min	< 4 hours	< 48 hours
Tier 2*	< 15 min	< 25 min	< 4 hours	< 48 hours
Tier 3*	< 15 min	< 25 min	< 8 hours	< 72 hours
Tier 4*	< 15 min	< 25 min	< 8 working hours	
Tier 5*	< 15 min	< 25 min		

## 2. Main Indicators



### INDICATOR N° 3



## Key Performance Indicators (KPI)

- Timing of activities scheduling.
- Efficiency in alarms/failures management actions.
- Correct execution of ticketing procedure linked to any internal activity.
- Energy saving activities monitoring and proposition.
- Presence of any kind of issue related to:
  - Security
  - HSE
  - Waste management



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## **Main Expertises**

### 3. Main Expertises



Building Management  
System



Jira ticketing  
software



Computerized Maintenance  
Management System

### 3. Main Expertise

We are practical with different control and management tools, such as:

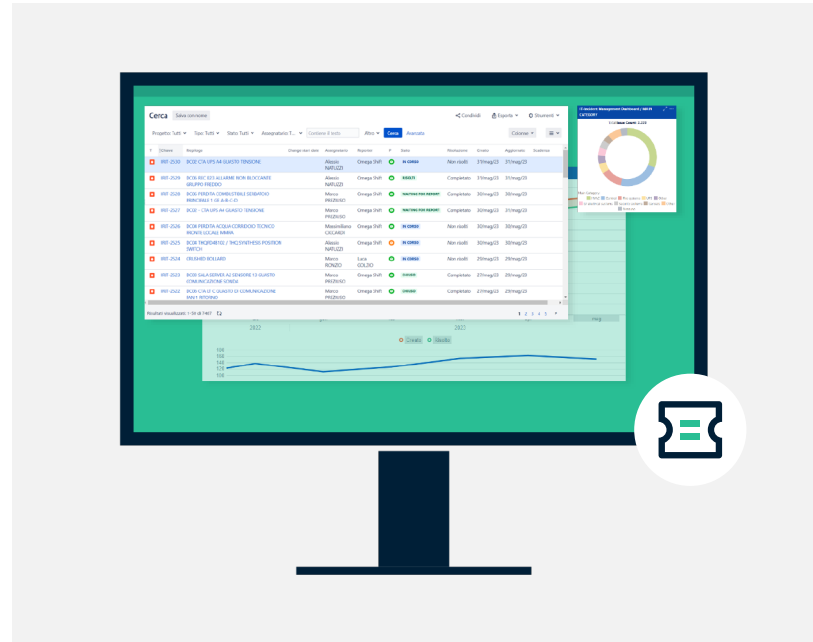
- **BMS:** a software for continuous **monitoring of building** conditions and for equipment's parameters regulation.



### 3. Main Expertise

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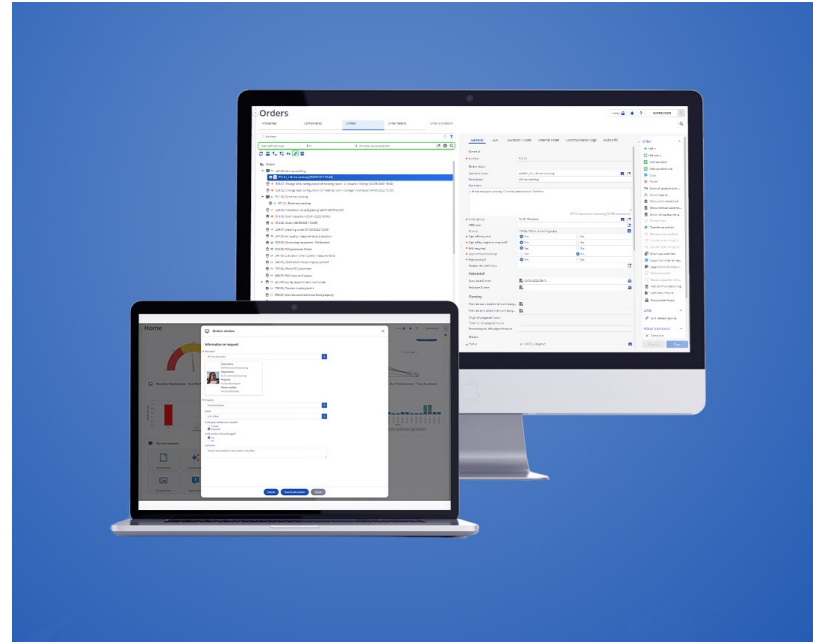
- **JIRA:** a **ticketing software** to manage ordinary and extraordinary intervention, to share information with the customer and keep him updated.



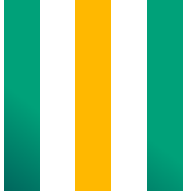
### 3. Main Expertise

We are practical with different control and management tools, such as:

- **CMMS:** a tool to help to **plan and update information about maintenance actions** with a great level of detail with respect to the involved equipment.



# CONCLUSIONS



## COMPANY HISTORY

100<sub>y</sub>

## IT POWER

50<sub>MW</sub>

Currently there are no competitors with such experience in the Italian market.

## EXPERIENCE in DC

+10<sub>y</sub>

## SUPERVISION

24<sub>/7</sub>

## CONCLUSIONS

We can support your Operation Director to implement a dedicated maintenance team according to clients standard and processes, identifying internal and external competences.



## CONCLUSIONS

We are compliant with the standards of the main players in the market.



**Thank you**

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