

Preventive Maintenance: The Key To Protecting Mission Critical Facilities

eVOLVE Customer Support is a **Single Source Solution** preventive maintenance and service provider for Mission Critical Facilities. eVOLVE Customer Support services Mission Critical Facilities in the USA, Canada and UK.

Founded in 2005, eVOLVE has a unique 24/7/365 full service professional maintenance and service program to fulfill the needs of your Mission Critical Facility. Our superior PM and service program encompasses the entire Mission Critical Facility needs:

- **Maintenance Scheduling and Planning**
- **24/7/365 Support and Call Center**
- **eTAG (Equipment Tagging Process)**
- **Emergency Service**
- **Contact Escalation Process**
- **CRM Management and Reporting System**
- **UPS and Battery System Programs**
- **Static Switch and PDU Programs**
- **PDU Cabling and management**
- **Automatic Transfer System Programs**
- **Generator Programs**
- **Fuel Management and Safe Programs**
- **Data Center Cleaning Services**
- **Thermal Infrared Scanning and Reporting**
- **Data Center Monitoring System**
- **HVAC System Programs (CRAC, Chillers, Cooling Tower, Condenser, Water Treatment)**
- **Fire Detection and Suppression System Programs (Gaseous, Pre-Action, Wet)**
- **IMBS Systems (Fire Suppression Maintenance Bypass System and EPO)**



eVOLVE's Professional Service Coordinator provides:

- **Physical site inspecting and tagging process**
- **Develop an routine preventive maintenance schedule**
- **Emergency and non-emergency service work**
- **Coordination and tracking of all service work**
- **Follow-up with service work completion update**
- **Provide professional service reports**
- **Resolution of service issues**
- **Provide additional services proposal and recommendations**

Preventive Maintenance and Emergency Service Overview

