

NLYTE

Dedicated Managed Services

Expert Support. Optimized Operations. Lasting Value.



PROFESSIONAL SERVICES OFFERING

Nlyte Managed Services provides dedicated expertise to help you manage, maintain, and optimize your Nlyte environment. From project coordination and platform administration to data configuration, integrations, reporting, performance optimization, and training, our specialists work alongside your team to support efficient operations and help you gain lasting value from your Nlyte investment.

Extend Your Team with Nlyte Expertise

Managing a critical infrastructure platform requires the right resources, specialist knowledge, and ongoing attention. Nlyte Managed Services gives your organization access to experienced professionals who can support essential platform activities, help coordinate ongoing initiatives, and provide guidance as your operational needs evolve.

Our services can help your organization:

- Supplement internal resources with dedicated Nlyte expertise
- Support the administration and continued development of your Nlyte environment
- Coordinate projects, priorities, resources, and schedules
- Maintain accurate infrastructure and connectivity information
- Develop workflows, integrations, dashboards, and custom reports
- Improve platform performance and user knowledge



Nlyte Infrastructure and Application Support

Project Management support

- A dedicated project manager who will help coordinate tasks, resources and scheduling
- Status meetings at a regular cadence

Nlyte Administration

- Create and manage user groups, permissions, location access

Nlyte Software Installations and Upgrades

- Install newly purchased Nlyte products and modules or upgrade existing deployment to the latest version

Workflow Consultation

- Support in building operational workflows and embedding them into daily operations
- Manage Customization of workflow and integration with Change Management connectors into Nlyte

Nlyte Data Load and Monitoring Configuration

- Support the addition of new locations by configuring floor plans, asset inventories, and rack elevations
- Configure Nlyte Energy Optimizer Points, Alarms, and Dashboards
- Import Power Connections from Utility transformers downstream to the in-rack assets
- Import Cable mapping matrix or manually add the cables to show connectivity data points

Custom Reporting Consultation

- Design and development of custom reporting solutions for desired metrics

Nlyte API Consultation

- Support for leveraging the Nlyte API for integrating with other tools in your ecosystem

Performance Optimization

- Performance analysis, database indexing optimization, deployment review



Nlyte Classroom Training (offered remotely)

- Nlyte training courses for group or individual users, a fit for new staff or existing staff that may have new responsibilities or require a refresh on the latest product versions
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Dedicated Support for Your Nlyte Environment

Every organization has unique operational requirements. Nlyte Dedicated Managed Services provides flexible access to experienced consultants who work alongside your team to plan, prioritize, and deliver initiatives across your Nlyte environment.

Services can be tailored to support:

- Project planning and coordination
- Resource allocation and specialist expertise
- Deployment and implementation activities
- Operational and administrative support
- Defined deliverables and success criteria
- Ongoing optimization and continuous improvement

By combining product expertise with practical operational experience, Nlyte helps organizations accelerate outcomes while maximizing the value of their Nlyte investment.

Make More of Your Nlyte Investment

Work with Nlyte specialists to support your priorities, strengthen day-to-day platform management, and continue developing an environment aligned with your operational requirements.

Speak to Nlyte about Managed Services

Contact your Nlyte representative to discuss the level of support that best fits your organization.



About Nlyte Software

Nlyte Software helps teams manage their hybrid infrastructure throughout their entire organization from desktops, networks, and servers to IoT devices – across facilities, data centers, co-location, edge, and the cloud. Using Nlyte's monitoring, management, inventory, workflow, and analytics capabilities, organizations can automate their hybrid infrastructure to reduce costs, improve uptime, and help comply with regulatory and organizational policies

Nlyte Software is a part of Carrier Global Corporation.



When you're ready to
optimize your critical
infrastructure,
We're ready to help.



1150 Roberts Boulevard, Kennesaw, Georgia 30144, United States of America
732-395-6920 • Fax 732-395-6930 | nlyte.com | A Carrier Company

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