

Stabilising Cooling Systems. Securing Uptime.

Business Objective

A Colo Service Provider operating a 0.75 MW data centre in Jordan was experiencing recurring cooling failures including chiller shutdowns, missing water flow alarms, and faulty DDC logic threatening facility uptime and customer SLAs with every alarm cycle.



BUSINESS NEED

Eliminate Recurring Cooling Failures

- Identify and resolve the root causes of frequent chiller shutdowns and recurring monthly alarms destabilising the cooling infrastructure.

Restore Full HVAC System Integrity

- Conduct a complete review of the HVAC system to identify configuration, sequencing, and operational deficiencies driving instability.

Deliver an Actionable Recovery Plan

- Provide the client with a documented findings report, prioritised implementation plan, and expected operational benefits for each corrective action.

SOLUTION & IMPACT

Chiller Shutdowns. Root Causes Resolved

- Faulty DDC logic, incorrect valve configuration and missing water flow alarms all identified and corrected.

Full HVAC System Stabilised

- End-to-end review across chiller, pump sequencing and alarm logic restored reliable uptime for a 0.75 MW facility.

Prioritised Recovery Plan Delivered

- Clear, sequenced corrective action roadmap submitted to prevent recurrence and sustain long-term cooling resilience.

Conclusion

Technavious rapidly diagnosed and resolved a complex, multi-layered cooling crisis for the Jordan colo provider. By conducting a systematic root cause analysis across the entire HVAC system from DDC logic to chiller sequencing, recurring failures were eliminated, infrastructure stability was restored, and a prevention-first operational framework was put in place to protect tenant SLAs for the long term.