



Project Services for the Edge

A Higher Level of Service Expertise



Project Services for the Edge

Trust the Communication Infrastructure Experts for Service Solutions Designed to Keep Your Business Running

At Vertiv™, we want to work with you to create a world where critical technologies always work. That's because we all depend on technology, almost every moment of every day, to enable our work, our communications, and our lives. This constant connectivity is more than an expectation. It is vital to progress.

However, technology doesn't enable progress unless it is reliable and available.

Our ability to stay connected is powered by data centers, communication networks, and commercial and industrial applications across the globe. It is because of people like you, who build and maintain these digital nerve centers, that we continue to progress. We understand just how important your job is. Simply put, you can't fail.

We are here to support you with service solutions for your critical infrastructure and to ensure that your vital applications always work.

Reputation and Resources

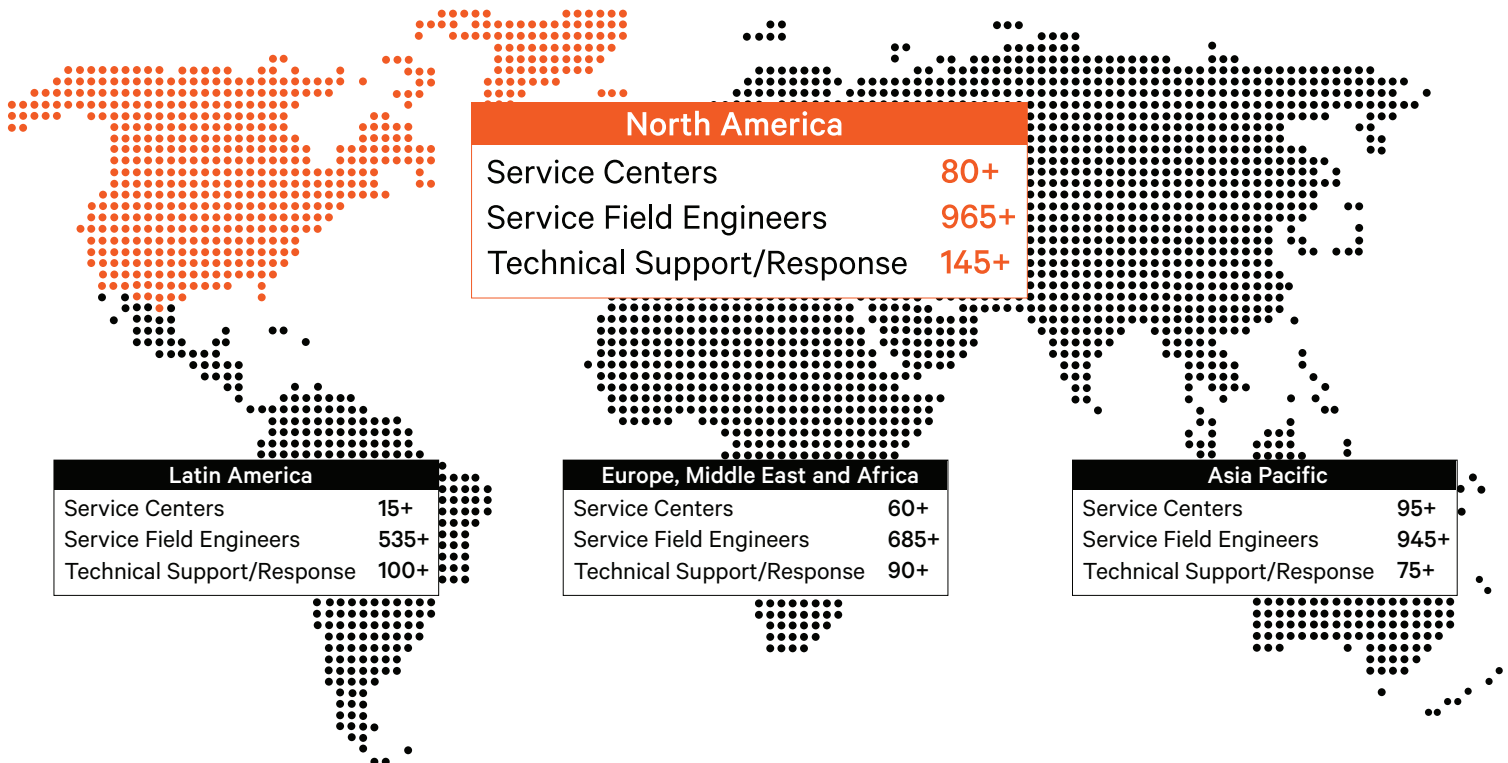
Vertiv was built into an industry leader by consolidating some of the strongest brands in power, thermal, and IT management and by delivering unsurpassed performance in our wide range of services.

Our company's foundation is built upon deep expertise and experience in the industries we serve, and our reputation has been built over decades through our flagship brands like Chloride®, Liebert®, and NetSure™.

Global Presence

We bring this combination of strengths to life on a global scale, ensuring that we're able to serve you wherever you do business. Vertiv has the largest factory-trained service force with more than 3,000 field engineers.

Our service team members are located in virtually every major country across the globe and are backed by more than 400 technical support/response personnel. This means that no matter where you operate, you are covered by the most knowledgeable engineers and technicians available.



Critical Infrastructure Lifecycle — A complete life-cycle approach to service, from project launch to ongoing maintenance and performance optimization



We strive to keep your network infrastructure highly available, efficient and adaptable, so you can:

- Increase mean time between failure
- Decrease operating cost
- Implement future technologies while maximizing your resources

Project

When launching new facilities or powering up new equipment, you want to do it right — right from the start.

- Plan
- Design
- Engineer
- Integrate
- Commission
- Project management

Maintenance

Services to ensure that your business-critical infrastructure operates reliably, safely and efficiently.

- Preventive and corrective maintenance
- Remote services and monitoring
- Cap / fan / battery replacements
- Repair
- Spare parts

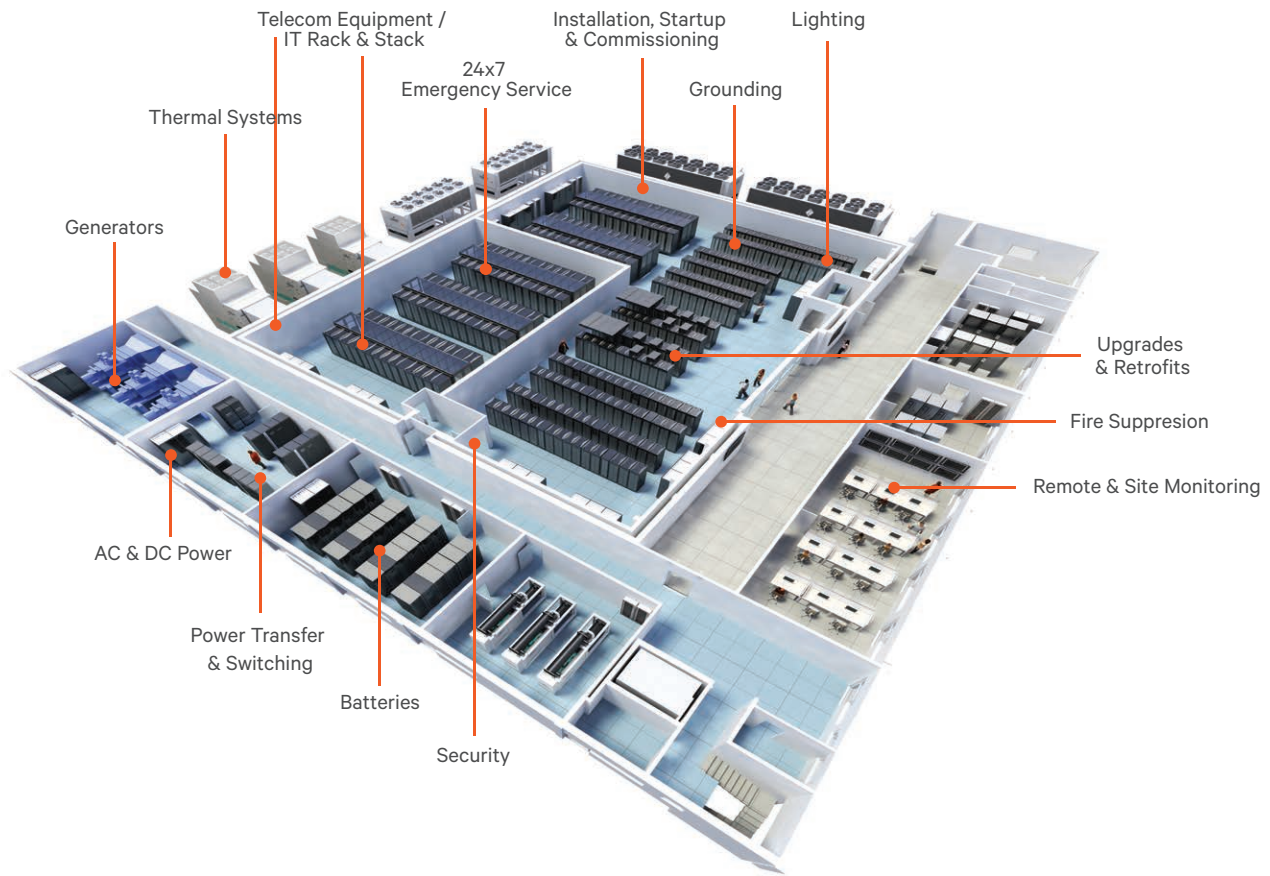
Performance

Full range of services designed to optimize infrastructure performance and reduce complexity.

- Assess
- Audit
- Model
- Configure
- Upgrade
- Train

If you are deploying new edge compute facilities or refurbishing existing facilities, Vertiv is your source for turnkey power, cooling and IT infrastructure products and services.

Project Services for the Edge



Delivering Project Service Expertise Across the Telecom & Data Center Mission-Critical Infrastructure

In every part of the world, customers are facing similar challenges that require a trusted advisor — one with the right expertise and resources to deliver needed business solutions. We make a difference for customers through solutions that offer industry-leading efficiency and reliability, and back them with our unmatched expertise to ensure that every customer's objectives are achieved.

Prepared to Meet Your Challenges

Vertiv™ provides communication/IT managers a single source of proven expertise for every phase of an infrastructure project. From project planning and design through equipment procurement, installation, and commissioning, our project team offers comprehensive capabilities, eliminating the headaches and inefficiencies involved in coordinating multiple vendors. This service frees your internal resources to concentrate on other critical tasks.

With more than nine decades of experience in infrastructure technologies, Vertiv's team brings invaluable insight to each project.

Experienced engineers and project managers listen to each customer's unique needs, recommend the best infrastructure solutions to meet the requirements, and flawlessly execute project plans.

When the Vertiv project delivery team is on the job, communication/IT site managers can enjoy complete confidence in the project's ultimate success.

Our project services include:

- Engineering
- Installation
- Materials Management
- Project Management
- Commissioning

Project Management

The Vertiv™ project services team supports communication/IT infrastructure projects from day one. Experts work with site managers to fully understand project requirements. Technicians then assess power, cooling, rack & stack, safety and security requirements then recommend best practice infrastructure solutions and equipment, along with proposed project costs and schedules.

Projects are managed to assure all aspects are coordinated to meet the project timeline. Our project management team will supervise all Vertiv and subcontracted personnel. We ensure quality installation of all Vertiv and auxiliary equipment and conformity to the engineered design, as well as customer specific, regulatory and industry standards.

Vertiv's team of project managers is focused on meeting customer expectations for turnkey solutions from project inception through job completion. Total customer satisfaction is our measurement of success.

Engineering

Comprehensive engineering and design services give structure and context to the project planning team's recommendations. The engineering package will contain a bill of materials (BOM), capacity and site plans, floor plans, grounding design and installation specifications with step by step details.

Materials Management

The project team procures all specified equipment, ensuring every component is delivered according to schedule, and that all safety and quality standards are met. To maximize project efficiency, equipment and components are sometimes consolidated off-site and delivered in a timely fashion.

The project delivery team also coordinates professional equipment assembly and deployment, further improving speed and accuracy of installation.

Installation

Professional installation of all Vertiv products and components, along with any specified third-party equipment, is a key element of our service expertise. As a general contractor that is licensed in many states and a company that works with a network of licensed contractors, we employ best practices for both electrical and mechanical installations.

Commissioning

Professional commissioning agents verify the proper installation of equipment. The commissioning process ensures that equipment complies with specifications and design intent, and that all components work together properly. This critical process ultimately promotes quality assurance and guarantees your project requirements are met.

Custom Build

Vertiv provides rack and stack service to our customers. Our expert team of technicians delivers full turn-key solutions in custom build services, including material management, inventory, engineering and installation.

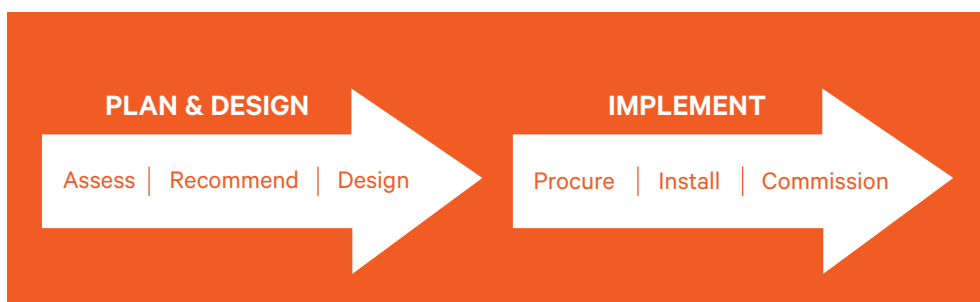
Documentation for our custom build services include the creation of the equipment layout, the intra-bay cable running list and connectivity drawing, a bill of materials, and the standard methods of procedure (MOP) or engineering specifications.

We also prepare a detailed inventory of customer provided equipment and hardware, as well as Vertiv-supplied installation materials.

Summary

From initial concept and design through installation and commissioning, no one has greater knowledge of the many aspects of communication/IT infrastructure projects than the service experts at Vertiv. Our project services team with experienced project managers brings unparalleled industry knowledge and comprehensive services to your project. We ensure a coordinated, efficient effort and a high-quality solution from start to finish.

Communications/IT site managers benefit from one purchase order and one point of contact for the entire project, along with the confidence that the project will be successfully delivered on time, on budget, and per specifications.





Choose an Established Service Partner that Understands Your Mission Is Critical

Whether you want to extend the service life of your equipment, decrease capital investment, improve efficiency or increase availability, we have a service solution that will work for you.

We get that your mission is critical. Your success is our success. That's why we have account management tools and resources to make our partnership and your business thrive.

A Foundation of Safety

Vertiv™ maintains and follows all safety and compliance regulations necessary to keep our service team from harm and protect you from liability. Our employees own and participate in the safety and health program. Periodic safety training is mandatory for all of our field personnel, including:

- Evaluation of their training records and safety knowledge
- Review of their personal protective equipment (PPE)
- Inspection of their vehicle
- Site risk assessment training
- Live examination of tasks they perform

Vertiv maintains training logs in our Learning Management System which automatically notifies field personnel when additional safety training is required and tracks their attendance. Vertiv management and independent safety auditors periodically monitor our service personnel to ensure all safety measures are being practiced on the job and taken seriously. Vertiv takes safety very seriously because we know you do too.

Complete Lifecycle Approach

With the most comprehensive and rigorous training and job progression process in the industry, our technicians are site infrastructure service experts.

Each year, our field technicians undergo hundreds of hours of technical and safety training before ever touching your critical equipment.

When Vertiv technicians are needed at your site for project, maintenance, or performance services, they are equipped with the resources they need to meet your business requirements.

Benefits:

- Simplify projects with single-source accountability
- Reduce project costs
- Minimize project change orders
- Realize efficient scheduling and delivery
- Optimize site performance
- Free resources for other critical network needs

Comprehensive Support for Edge Projects

Communication/IT infrastructure projects are nothing if not complex. From planning and design through system installation and commissioning, managing the countless aspects of such projects demands focus and expertise.

Most site managers lack the in-house resources and time to coordinate an army of vendors and keep complicated projects on task. As a result, delays slow business expansion and negatively impact customers. Errors take a toll on the bottom line and add days, and even months, to the schedule.

To ensure project success, site managers rely on trusted experts to provide comprehensive project delivery services throughout the project lifecycle.

Project Services Offering

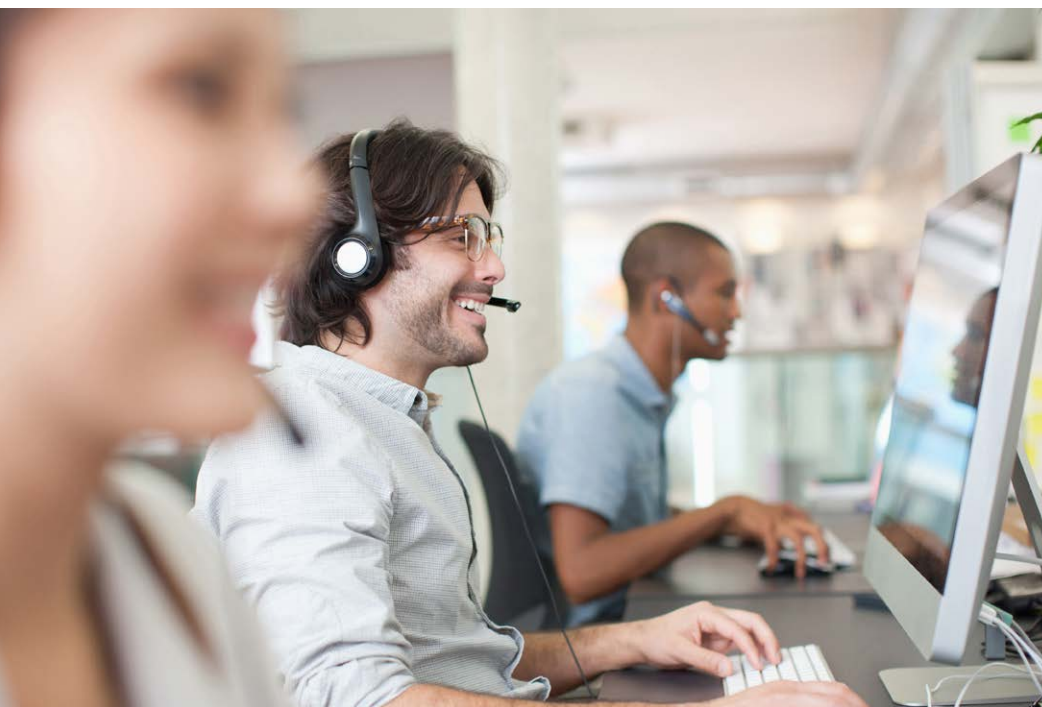
- Cabling & Support Structure
- Fiber / Fiber ducting
- Cat 6, Power / Cable tray-rack
- Documentation
- Electrical Service
- Fire Suppression
- Genset
- Grounding
- Lighting
- Telecom Network / IT Rack & Stack
- Power (AC/DC) / Cooling
- Security
- Site Monitoring & Predictive Maintenance

Customer Resolution Center

Help dealing with your critical system issues is just a phone call away. And when you call our 800 number, you will never reach an answering service or voicemail. You will always be connected with a person for immediate assistance.

Our state-of-the-art call center is staffed with subject matter experts that are part of the largest customer support teams in the industry. Our center is also equipped with technology that indicates weather patterns and natural disasters that could affect your critical facilities.

Team members are armed with the information they need to resolve your call, which on average, takes less than three minutes.



To learn more about this service and other Vertiv solutions, visit [Vertiv.com](https://www.vertiv.com) or call:

1-800-800-1280 Option 7.

