



# Vertiv “Service Partner” Program

Connect to our experience



# Vertiv Service Partner Program

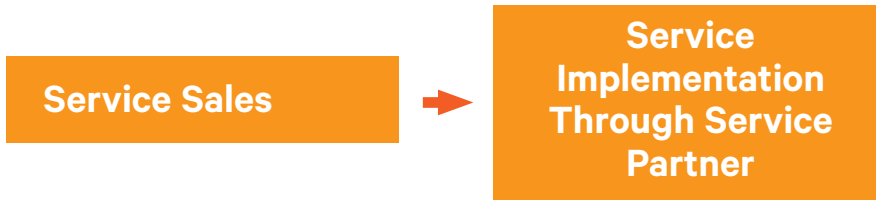
Vertiv's "Service Partner" program (Authorized Services Vendor), strives to improve the final customer's experience anywhere. By having a strategic, reliable partner with standard processes for manufacturing in the development of projects; trained, prepared and a reliable workforce, that allow for geographic coverage, support and trademark assurance at all times.

Likewise, Vertiv is not only interested in the standardization and acceleration of processes and prices, but to improve SLA times agreed upon under a standard agreement that promotes quality of service and enhances the user experience.


## Program Outreach

The "Service Partner" Program of Vertiv's Authorized Service Vendors will let your company provide services on behalf of Vertiv by keeping quality Standards defined by Vertiv.


By being a Vertiv "Service Partner" you will be ready to provide services with Vertiv's warranty of endorsement, with a continued business growth plan for which you will be able to sell your services, recruit clients with equipment without current agreements, facilitate customer services with greater commercial and geographical coverage.




**Vertiv,  
Your Trusted Partner**




**Service Request Management (Tickets)**



**Expertise**




**Greater Geographic Coverage**








**Less Resolution Time**

**Customer**



**Service Sales**
**Service Implementation**

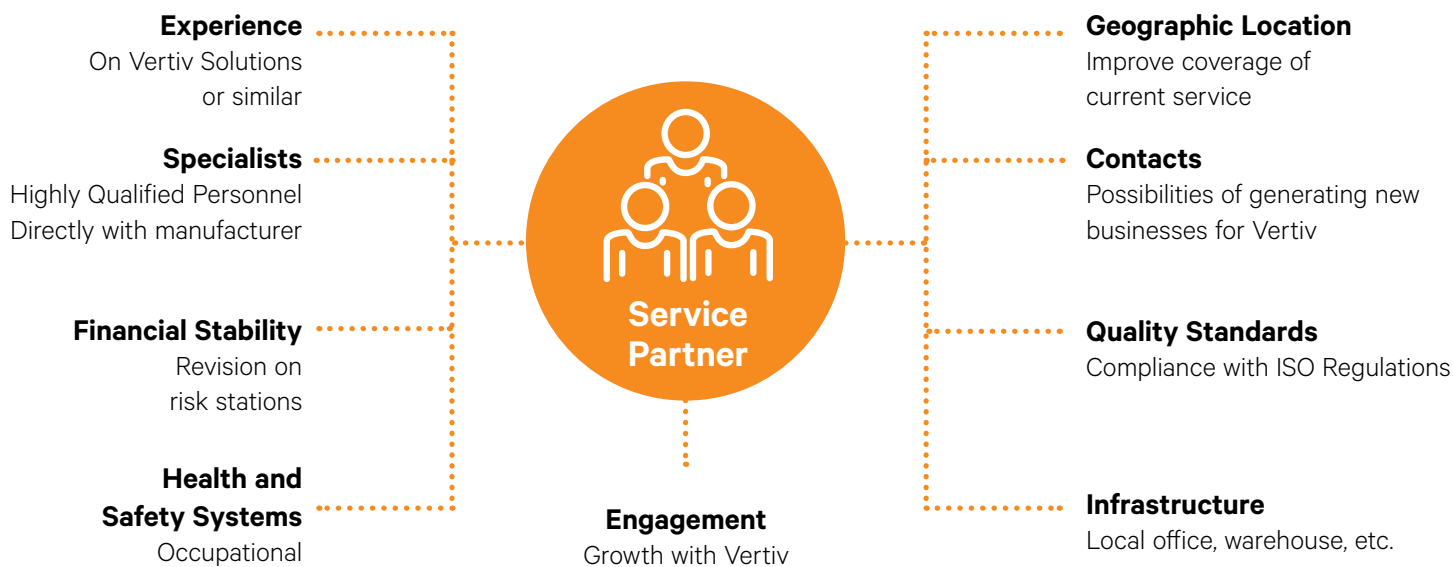
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|--|---|--|---|---|
|   |    |   |    |    |
| <b>Wholesaler/<br/>Distributor</b>   | <b>Solution Provider/<br/>Reseller</b>  | <b>Service<br/>Partner</b>   | <b>CAS/LHV/<br/>Laboratory</b>  | <b>Service Provider/<br/>Contractor</b>   |
| <ul style="list-style-type: none"> <li>• Company dedicated to selling products and services implemented exclusively by Vertiv, based on a portfolio and a price list</li> <li>• Sells mostly to Solution Provider</li> </ul> | <ul style="list-style-type: none"> <li>• Company dedicated to selling Vertiv's Products and Services from a portfolio and a price list</li> <li>• Sells to end customer</li> <li>• Is not authorized to implement services</li> </ul> | <ul style="list-style-type: none"> <li>• Company dedicated to selling and implementing services on behalf of Vertiv</li> <li>• Comes direct through Vertiv to the end customer</li> <li>• Service Partner can sell services</li> </ul> | <ul style="list-style-type: none"> <li>• Company dedicated to lab warranty services</li> <li>• Takes care of UPS from 10KVA and AAP up to 5TR in the lab</li> <li>• Does not sell products or services</li> </ul> | <ul style="list-style-type: none"> <li>• Company in charge of service delivery on behalf of Vertiv as a contractor</li> <li>• Does not sell products or services</li> </ul> |

## Service Partner Service Portfolio Outreach

### Ejecución de Servicios

Description	Service Sales	Infrastructure Management (IM)	UPS Up to 10 KVA	UPS Up to 60 KVA	UPS Higher than 60 KVA	AAP Up to 5 TR	AAP Up to 10 TR	AAP Higher than 10 TR
Mayorista / Distribuidor	YES	NO	NO	NO	NO	NO	NO	NO
Solution Provider/ Channel	YES	NO	NO	NO	NO	NO	NO	NO
CAS/LHV/ Lab	NO	YES	YES	NO	NO	YES	NO	NO
Service Partner	YES	YES	YES	YES	NO	YES	YES	NO
Service Provider/ Contractor	NO	YES	YES	YES	NO	YES	YES	NO

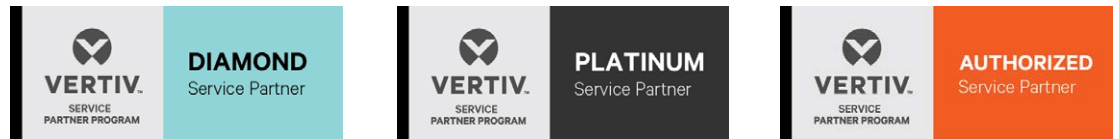
## Characteristics of a Service Partner



# Vertiv Service Partner Program

## Program Levels

The Services Vendor Program certified by Vertiv is composed of three membership levels for partners. Your rewards grow along with the growth of your Vertiv business. Gain benefits and rewards as you develop advanced service expertise, engage joint business planning, and proactively market Vertiv solutions.



Annual Sales Accumulated USD Share between Vertiv and Service Partner	MUSD per Commercial Agreement	MUSD per Commercial Agreement	MUSD per Commercial Agreement
% de Ganancia Vertiv	30%	40%	50%

## Vertiv Services Vendor Program Benefits



- Local training and on manufacturing site
- Vertiv format work use
- Counseling and Support
- Special rates for additional services - Tool calibration and Workshop
- Norms, Processes, Quality Standards
- Recognition of the Vertiv Brand
- Use of logo on uniforms
- Rapid response to customers
- Selling of discounted spare parts

## Program Requirements

### 1. Legal and Financial Requirements:

For companies that interact with end customer and/or act on behalf of Vertiv.

#### Registration

- Application Request
- Registry Format

#### Experience

- Demonstrable experience in equipment for which services will be provided
- Resources and capacity to provide services at national level

#### Finance

- Financial statements
- Credit history

#### Trade Compliance

- DDQ (Due Diligence Questionnaire)
- Ethics Letter
- Client Certification and letter of commitment (Letter of Assurance template)
- Proof of Good Practices (Resellers Certification)

**2. Standardization in Continuing Security:** The Service Partner should be available to receive technical and security audits from Vertiv's Specialists without prior notice.

Corporate program	Questionnaire	Safety Measures
Contractor Safety Program LATAM Safety at Work	Contractor Recruitment Questionnaire	Rules and regulations for contractors

**Note:** Each Service Partner will be responsible for providing personal safety items based on the regulation and safety standards that correspond to the country or client.



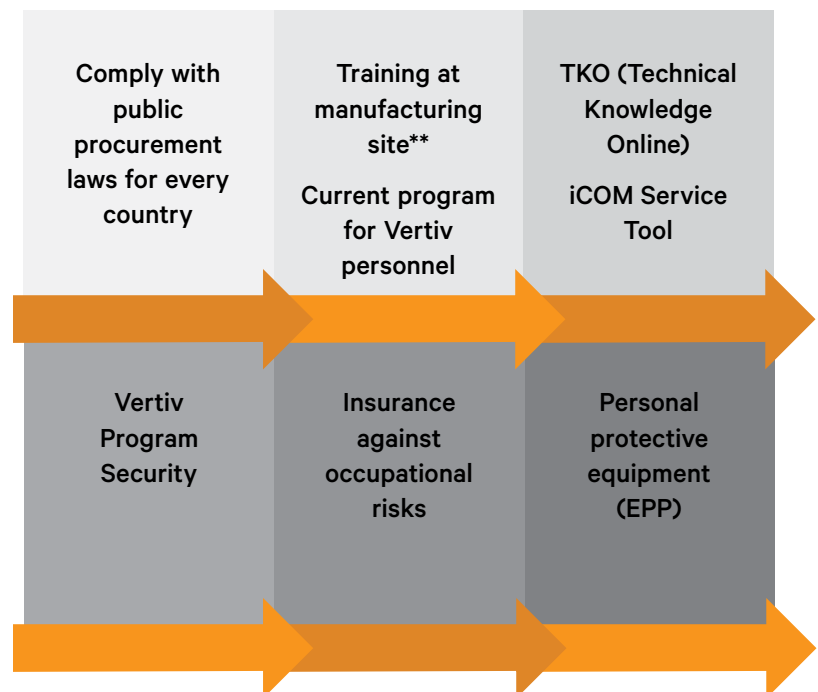
**Service Partner Mandatory Documentary Records**

- Safety training < 6 months
- Delivery of EPP <1 year
- IPER, Policy, Regulation and Last Review < 1 year.
- EMO < 1 Year
- Affidavit for Contractors
- Affidavit for Technicians
- Security Training for Contractor per Activity

**3. Qualified Personnel**

This can vary per country or agreement.

- Minimum required for a minimum of agreements
  - 1 Technician
  - 1 Supervisor
- Aligned with the carrier plan of our Vertiv Technicians
- Approximate value:
  - Manufacturer: 5 K USD x Technician
  - Local: 2 KUSD x Group (4 People max.)



# Vertiv Service Partner Program

**4. Procurement of Spare Parts:** The Service Partner must acquire, through Vertiv, a reasonable volume of spare parts to keep at their facilities in order to provide response times and comply with SLAs agreed upon with customers based on each agreement.



**Decreased MTTR**

Consulting on kits or lists of spare parts

**Criteria for the selection of spare parts:**

- Criticality (failure or use)
- Consumption
- Term of supply
- Cost of the part
- Alternative Measures



**Minimized Downtime**

Discounts and promotions of spare parts lots

**Counseling and Support from Vertiv:**

- Selection based on Vertiv's recommendations
- Selection based on equipment models
- Selection based on potential Failures
- Making of the list or spare parts kit

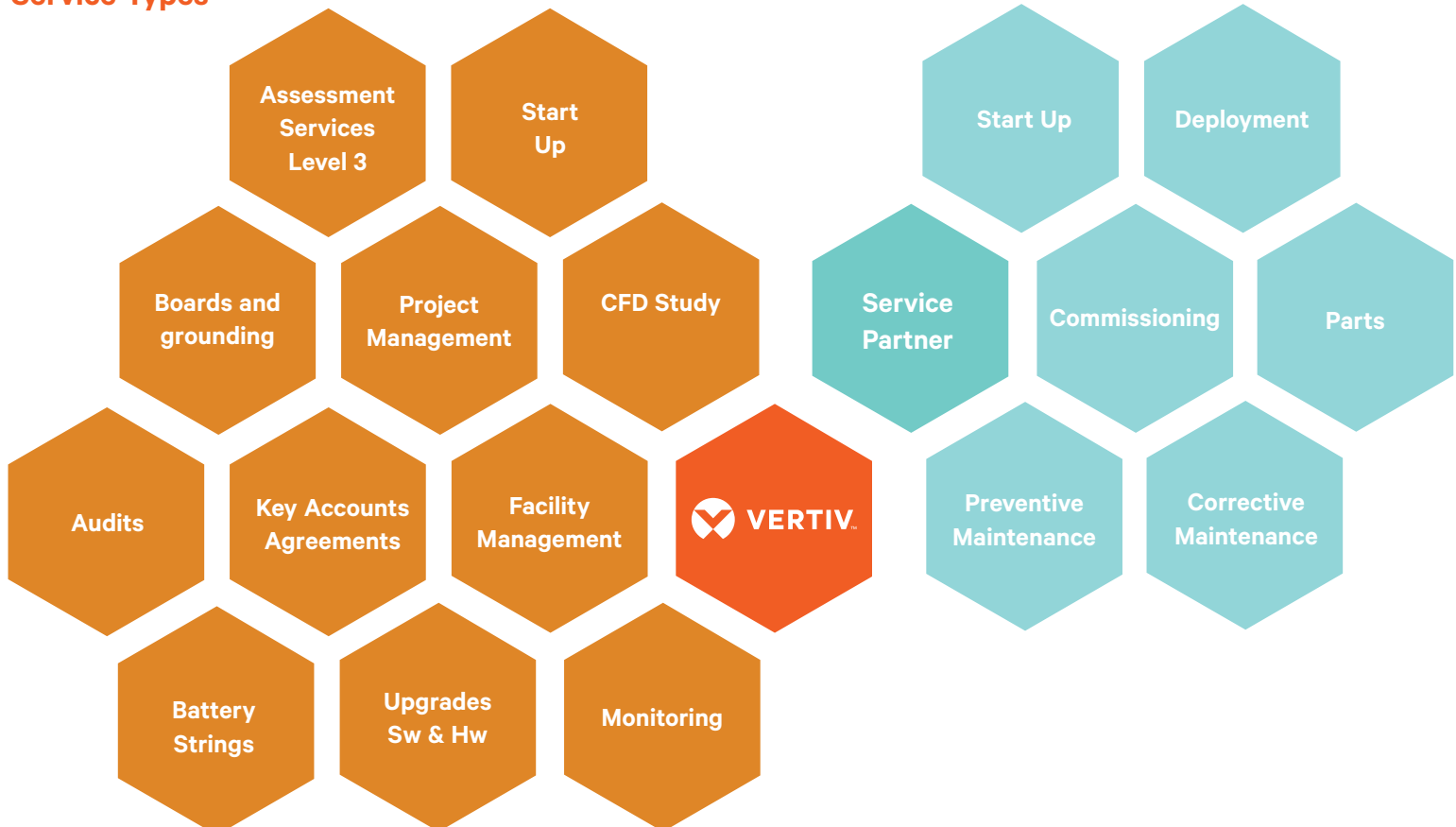


**Reduced Shipping Cost**

Analysis of amounts based on clients and agreements

Greater earnings for the provision of national and imported consumables

## Service Types





## Service Levels

Level 0	Level 1	Level 2	Level 3
Service Partner	Service Partner		
Client Operators	Vertiv	Vertiv	Vertiv - Factory
<p>Basic maintenance activities planned by the manufacturer that can be done with operating equipment and do not include danger for people or the service provided by the equipment. These can be done by general technical personnel trained by the vendor.</p>	<p>Maintenance activities that require having the equipment and do not require the use of service software to execute them. These must be carried out by the technical personnel in the field, trained by the manufacturer. Includes level 0 activities.</p>	<p>Activities that require important intervention over equipment and that generally require the use of service SW in order to execute them. These must be carried out by specialized technical personnel from the manufacturer, or by technical services with at least 3 years of experience.</p>	<p>Activities that require complex interventions over equipment and/or statistic data analysis from maintenance. These must be carried out by specialized engineers from Vertiv or the manufacturer.</p>
Vertiv - Helpdesk	Pre-Sales and Post-Sales Support	Major Preventive Maintenance of Equipment	Commissioning and tests of large projects (collocation)
Rounds for the visual inspection of equipment and facilities	Programmed Preventive Maintenance	Firmware updates	Analysis of Failure Rates and Calculation of indicators
Parameter Reading	Emergency Response	Hardware Upgrade	Establishment of maintenance routines and frequencies
Change of consumable elements	Medium level complexity electrical and mechanical repairs	Emergency response and complex repairs	Analysis and issuance of failure reports and root cause
Basic adjustments	Failure diagnosis and identification	Configuration of equipment with Service SW	Establishment of minimum parts stocks
Interpretation of alarms	Replacement of consumables and parts	Implementation of Predictive Maintenance	Training to N1, N2, CAS, Channels and Clients
Cleaning of Equipment	Warranty Services	Commissioning of Equipment for Channels and Enterprise clients	Technical Support
			Making of Sustainable Operation Reports

# Vertiv Service Partner Program

## Serviceability



Services to ensure that the critical infrastructure operates reliably, safely and efficiently.

- Emergencies
- Preventive Maintenance
- Monitoring Services
- Parts

Standardized Services Offer.

Description	Premium Maintenance	Preferential Maintenance	Essential Maintenance	Sporadic Maintenance
<b>Hours</b>	7 x 24 x 365	7 x 24 x 365	5 x 8	Does not Apply
<b>Recommended Frequency</b>	UPS/TTA – Six-monthly	UPS/TTA – Six-monthly	UPS/TTA – Six-monthly	Does not Apply
<b>Emergency Response</b>	AA - Bimonthly	AA - Bimonthly	AA - Bimonthly	7 x 24 x 365
<b>Response Time</b>	7 x 24 x 365 2 to 4 hours	7 x 24 x 365 2 to 4 hours	7 x 24 x 365 2 to 4 hours	2 to 4 hours
<b>Call Center</b>	Included	Included	Included	Included
<b>Spare Parts</b>	Included	Does not Apply	Does not Apply	Does not Apply
<b>Monitoring</b>	From CRC	From CRC	From CRC	From CRC
<b>Technical advice in implementation and adjustments</b>	Limited Availability	Limited Availability	Limited Availability	Not Available



## Escalation Process



## Measurement Indicators for the Service Partner



