

Key messages

- **Data-Driven Insight:**

With Life Services you don't just have someone periodically checking equipment status. You have Vertiv experts continuously monitoring and analysing all relevant control and operating parameters from your equipment to maintain optimum performance.

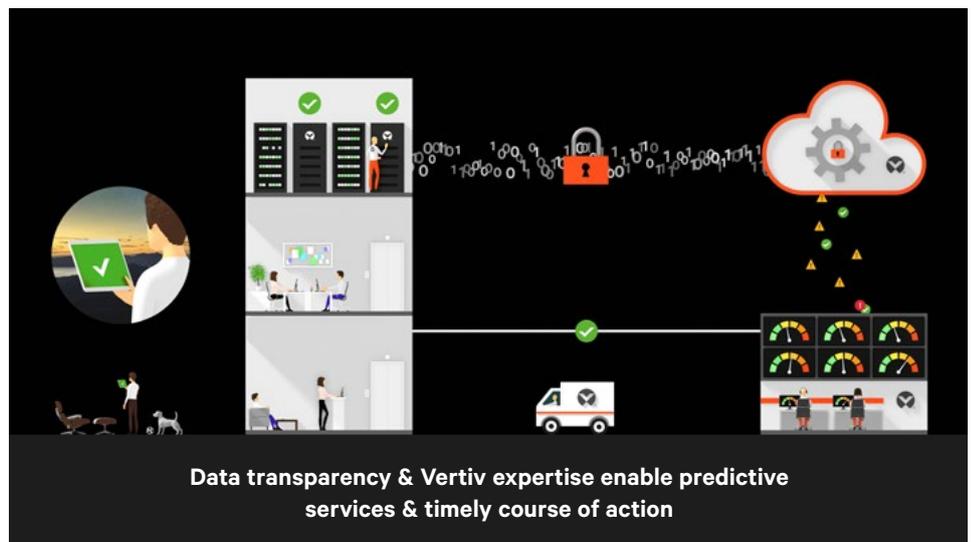
- **Real-time Response:**

Real-time data enables real-time response to potential anomalies. Rather than wait for a problem to be detected by on-site personnel, Vertiv Life Services "sees" operating issues as soon as they occur. It triggers immediate service action to prevent problems or cut hours or days off the time-to-repair, preventing or reducing downtime.

- **Connected Service:**

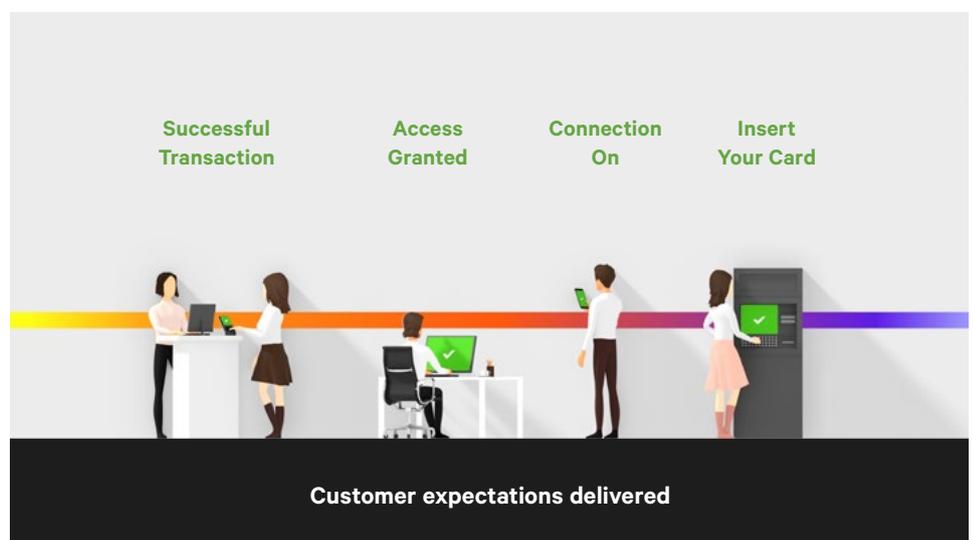
Vertiv service engineers can resolve many anomalies remotely and are connected to the Vertiv field service organisation for on-site resolution. They can dispatch a field service engineer as soon as a critical condition is identified, often arming the engineer with a diagnosis so they arrive knowing the issue and with any required replacement parts.

Vertiv™ Life™ Services provides continuous insight into critical equipment operation to improve performance, streamline service processes for faster issue resolution, and add deep equipment and service expertise to any organisation without overhead.



Vertiv Life Services connects critical systems with Vertiv engineers who continuously monitor and analyse real-time operating data to identify trends, predict behaviours, and respond immediately to out-of-norm conditions, either resolving issues remotely or dispatching a field engineer within minutes.

The result is a connected service experience that leverages data and expertise to optimise equipment performance and maximise availability.



Reduce downtime:

- Remote diagnostics and direct connection to field service provide the fastest possible reaction and resolution, improving first-time fix rates and time-to-repair.
- Our fast effective incident response capability maximizes the availability of your critical infrastructure and delivers uptime assurance.
- With the broadest, most comprehensive service presence in the industry, your business is always protected and assistance is close by whenever needed.



**Digital services enabling
new customer experience**

**Data insight drives
informed services**

**Data transparency
with Vertiv Advisor App**

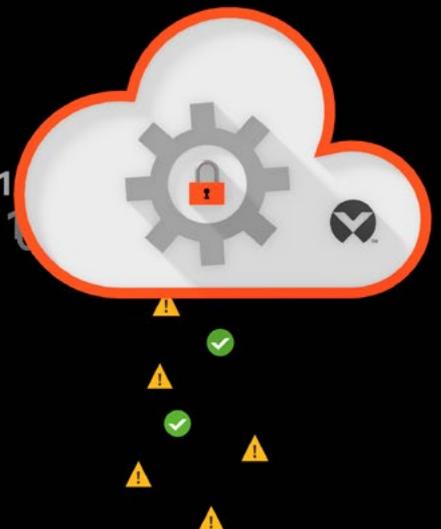
Maintain optimum performance:

- Continuous data-driven expert analysis of critical systems enables ongoing maximisation of equipment reliability and efficiency.
- Vertiv expert engineers monitor your equipment from the Vertiv Life Services centers, proactively analyzing data and trends, to identify actions ensuring equipment optimal performance.
- With a data-driven approach the focus is on current equipment status and operational trending.



Data Security With State-of-The-Art Technology

Security for us is paramount and our cloud-based service makes use of state-of-the-art technology to grant it. Critical system data is communicated securely over HTTPS to the remote service center. This HTTPS connection includes the use of SSL certificates. This ensures that all data transferred to the remote service center is fully encrypted and unable to be read by unintended third parties.



Minimize overhead:

- Vertiv™ Life™ Services is a cost-effective approach to ensuring the availability and performance of critical systems, providing deep expertise and fast response without having to dedicate on-site personnel to monitor and manage equipment service.
- Adding in the diagnosis capability of remote system engineers allows our customer engineers to be armed to quickly, accurately, and safely restore equipment to its proper operating condition.



Remote troubleshooting to avoid downtime

Conscious decision-making using equipment data

Root cause analysis for performance restoration

Comprehensive information:

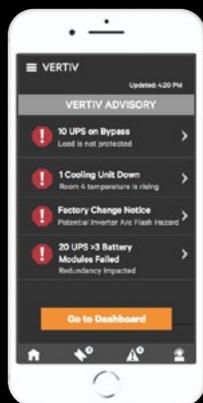
- All equipment operational conditions are tracked, together with any remote resolution activities, populating a comprehensive report available on a fixed schedule defined by the customer.
- **The Advisor App** provides transparency to all service transactions and the management of your infrastructure.
- Advisor offers the possibility to track Vertiv Services without annoying you with normal events occurring during the daily work of your units.



Vertiv Advisor App



Filter Noise



Receive Advisories



Track Services



Simplify Management

With Vertiv Advisor App you have more than a monitoring app as it filters out noise letting you receive only relevant advisories. It also allows you to keep track of service activities. In brief, with Vertiv Advisor App the management of your equipment is really simplified.

Plug Into Our Expertise With Service Contracts

The regular and proactive maintenance of critical infrastructure is vital in supporting your business operations. The most comprehensive insurance for business protection can be obtained with a service program from Vertiv which includes access to Vertiv™ Life™ Services.

Vertiv's service offering ensures that you can rely on continuous system availability, increased uptime, fast downtime recovery, minimized operating costs and maximized return on investment, while entirely protecting your assets. The below diagram maps out our comprehensive service offering and indicates how you can access to Vertiv Life Services.



In EMEA we run more than **15.000 Service contracts** and every year renew 92% of them



90%+ of our contracts last for the entire life of the equipment. On average, we retain a contract **8.5 years**



Partnering through a Premier service program allows you to:

- Maintain reliability and performance at best
- Prevent & address real time field operational anomalies
- Manage infrastructure lifecycle
- Budget your infrastructure operational costs efficiently

Warranty Contracts

Warranty Life	Preferred Warranty	Premier Warranty
-	Preventive Maintenance	Preventive Maintenance
-	Response Time	Response Time
Vertiv Life Services	-	Vertiv Life Services

After Warranty Contracts

Basic	Essential	Preferred	Premier
Preventive Maintenance	Preventive Maintenance	Preventive Maintenance	Preventive Maintenance
Response Time	Response Time	Response Time	Response Time
-	Labour Included	Labour Included	Labour Included
-	-	Parts Included	Parts Included
Optional Vertiv Life Services	Optional Vertiv Life Services	-	Vertiv Life Services