



Why critical facility & advanced solution services?

- **Reduces chance of human error**
Allocating personnel correctly and offering continuous training
- **Optimizing processes**
Developing well-documented programs to mitigate operational risks
- **Behavior and best processes**
Meeting reliability and availability objectives over the long term
- **Productivity**
Improvement of PUE, equipment functioning and life cycle
- **Continuity**
Ensuring capacity and anticipating growth needs (DCIM)
- **Financial management**
Maximizing investment in critical infrastructure and minimal TCO



Understanding customer expectations

Sole Point of Contact (SPC):

The focal point of coordination for all critical infrastructure activities

Peace of Mind:

Clients need to be calm in order to concentrate on their core business and experience



Maximize uptime:

Avoid interruptions, greater reliability and less recovery time

Better use of resources:

Outsource services to experts to ensure a better use of client resources

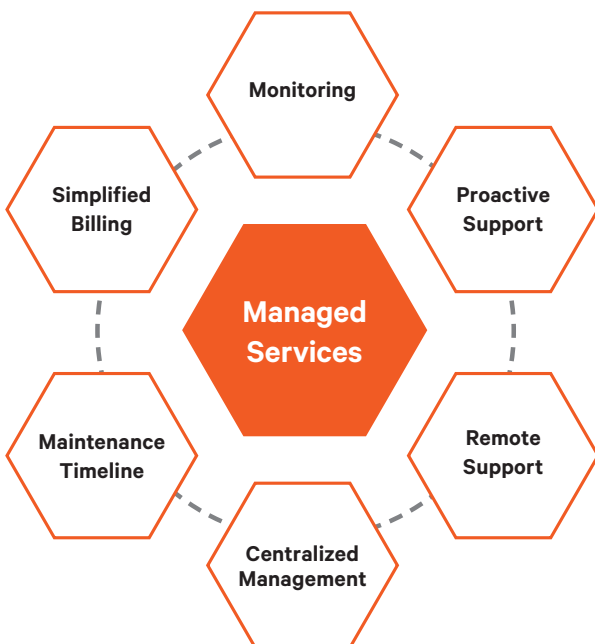


Greater energy efficiency:

Reduce the consumption of energy and improve general equipment performance

Mitigate risks:

Programs that improve current processes



Critical facility & advanced solution services

We offer proactive handling, operation and maintenance services for data centers and critical infrastructure.

- We follow industry best practices
- We have highly trained personnel who comply with **rigorous maintenance programs** to track opportunities using a **management system (MMS)**.
- Our services follow procedures that ensure reliable, secure, efficient and profitable facilities.

Service Levels	Thermal		Energy			Other Systems (Handling)			
	Level 1 (Outstanding personnel)	A/C, Precision, Chiller and Comfort	UPS and BB	Generator Set	Medium Voltage Cell	Distribution panel boards	Fire Protection	Loading Test Bank	Cleaning of rooms, ducts, boxes, trays ditches.
	Extractor and Injector	SWG - ATS or STS		PDU		Lightning, Tk humification, Daily Tk		Fiber Optic wire	
				Rectifiers		Ground system			
Level 2 (Equipment and Chiller stop using SOP)	A/C, Precision and Chiller	UPS and BB	Generator Set	Medium Voltage Cell	Distribution panel boards	Fire Protection	Loading Test Bank	Built-in Automatic Control - BMS	
			SWG - ATS or STS		PPC / PDU / PDM				
Level 3 (Predictive)	CFD and Thermography analysis		BB measurement with Alber	Analysis of vibrations		Analysis of air and water particles			
	A/C Analysis	Analysis of Power System							
		Analysis of Energy Quality							
		Security Audit							
		Administration Management under standards and best practices							

Service Capabilities

A complete life-cycle approach to service, from project launch to ongoing maintenance, performance optimization, and integration of industry best practices in Critical Facility & Advanced Solution services, ensures the lowest operating cost and increases mean time between failures.

Increase service capabilities throughout the life cycle to mitigate risk

