

Flexenclosure provides training and support services to help ensure eCentre uptime, energy efficiency, and timely expansion planning.

eCentre training helps ensure that the organisation taking on daily operations is confident to do so. Training includes system handling, performance analysis, alarm management, troubleshooting and scheduled maintenance. Flexenclosure can provide on-site assistance during an eCentre start-up period.

eCentre standard support services include remote expert assistance, where Flexenclosure uses the eCentre DCIM system to collect data for fault analysis. The DCIM uses Ethernet/IP communication with critical equipment including cooling systems and UPS, which gives us detailed remote access to real-time data and logs. A monthly KPI report is provided covering PUE, power consumption and supply per source, genset operation, and cooling system operation. Also included in the eCentre standard support is software maintenance, scheduled system maintenance reminders, and an annual remote eCentre audit.

eCentre additional support services include an annual audit on site, to help ensure that the eCentre has been properly maintained and to suggest how it can be further optimized. Flexenclosure also offers scheduled proactive maintenance performed on site, for all supplied systems or a subset thereof. A local eCentre supervisor can be provided during a start-up period or as a permanent solution.



eCentre Standard Services

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| Monthly KPI report | Operational and management reports including energy supply, energy consumption, PUE and cooling |
| Remote support | Online customer service request system and remote support for eCentre service issues |
| Software maintenance | eCentre software updates |
| Maintenance scheduling | Planning and reminder for maintenance activity |
| Annual remote system network audit | Flexenclosure expert audit of overall system performance, with system optimisation and enhancement recommendations |

Additional Services

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| Annual eCentre audit | Full facility and equipment audit conducted onsite. Audit follow up meeting, analysing performance and providing optimisation actions. |
| Preventative maintenance | Scheduled maintenance conducted on site |
| eCentre Supervisor | A full-time eCentre expert can be located onsite, monitoring system performance, operational routines and can also provide training. |