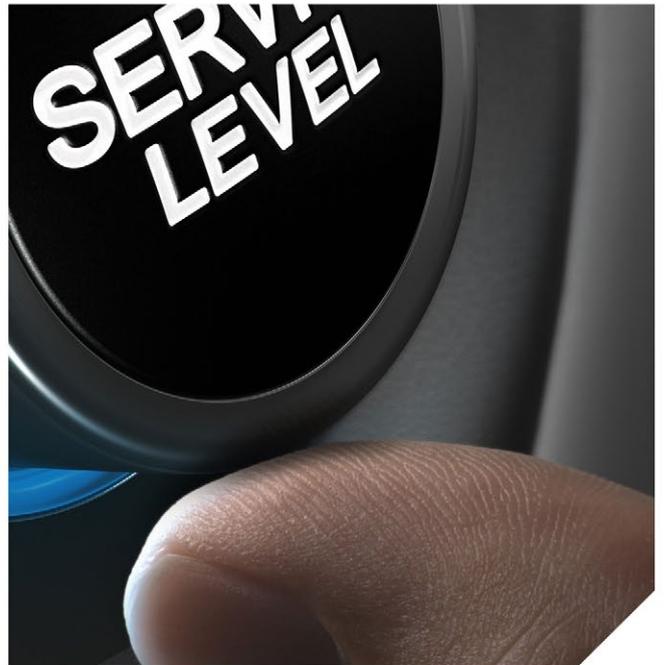


Coromatic

Operations  
Secured**24/7**

## Coromatic Maintenance

We provide 24/7/365 maintenance  
of your mission critical sites





**Hospitals**



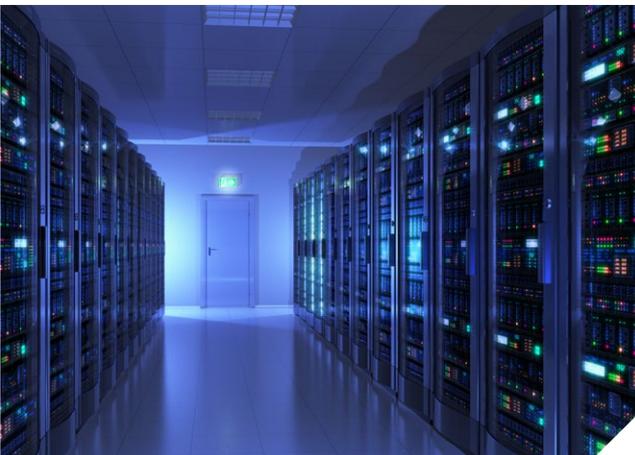
**Head offices**

## Full access and competence 24/7

- 24/7 service desk with incident response team
- Local and Nordic reach
- Qualified and certified technicians
- Customers can focus on their core business while we take care of their critical facilities

## Quality, security and reliability

- Transparent customer satisfaction reporting (c-NPS)
- Quality and environmental Management Systems (ISO 9001 and ISO 14001)
- Security clearance for employees and Security Management System (ISO 27001)
- Code of Conduct (UN Global Compact) and Whistleblowing service



**Data centers**



**Industry**

# We provide **24/7** maintenance of your **mission critical** sites

Stable power and data communication supply plays a crucial role in maintaining the operation of almost any of today's organizations. In our digitalized society, there is no room for power failure or disruption in data communication. Ensuring the right level of maintenance in time and securing high uptime levels requires a professional provider of maintenance. This is why Coromatic is dedicated to helping organizations of all sizes and ensuring continuous supply of power and data communication, for uninterrupted business 24/7.

## **Service is in our DNA**

Ensuring long term sustainability of our customers' mission critical sites is central, which is why our maintenance offerings form the core of our business. Whether the challenge involves installing a new UPS, building a new data center or securing power and data communication in a connected work place, our service offering is tightly integrated right from the start of the project. We can also help organizations by providing maintenance of existing mission critical infrastructure to safeguard data and power supply.

## **Specialized technicians providing quality services**

Based on industry standard processes and best practices, our more than 300 technicians across the Nordics are specially trained in areas of expertise required to service and maintain a critical facility without disruption during live operations. Because Coromatic's business is nationwide, our customers can always trust that the right technician is available in the right place within the guaranteed response time for securing an operating environment.

Our service technicians have the latest certifications for various products from our suppliers, and in cooperation with Coromatic's partner network, Coromatic can assume total responsibility of customers' critical facilities – ensuring that all facilities operate without interruption.

## **Single Point of Contact**

Our customers benefit from our Service Desk and can quickly and easily get in touch with our service operation through this Single Point of Contact – via phone, web or email – 24/7/365. One call handles all products and functions within the facilities. Like a safety net, our SPOC enables our customers to focus on their core business.

## **Service documentation management**

All issues and service activities in our customers' critical systems are thoroughly documented and logged. Our service coordinators process and manage all communication and feedback with customers, offering full insight and transparency through our service portal.

The result? Easy access to planned and implemented activities within Coromatic's service system, along with all other related information about our customers' sites.



Coromatic ensures that organizations can keep their business operations running without disruption. As the leading provider of Critical Facilities Solutions, such as data centers, we safeguard power and data communication supply.

## Elements included in Coromatic Base Service Agreement

- Service Desk (SPOC)
- Technicians available for on-site corrective services (daytime or 24/7)
- Planned maintenance by competent technicians
- Regular service reports
- Compliance reporting (optional)
- Technical risk reviews (optional)

## Elements included in Coromatic Full Service Agreement

- Standardized recurring dashboard reporting
- Service Desk with governance escalation
- 24/7 qualified on-site service with no surprises
- Planned maintenance including materials
- Compliance reporting
- Annual Site Review, including technical risk review, thermal imaging and system optimization assessment
- Off-line Lifecycle risk monitoring of technical environments (battery monitoring included)

### We adapt to your needs

As every operation and organization is unique, we have developed a detailed and flexible service process which we adapt and implement in close cooperation with our customers. We offer different types of maintenance, which can be tailored to meet individual needs in order to secure site criticality. Whether you need maintenance for a single UPS or a major plant, we are there for you.

### Base Service Agreement

With a Base Service Agreement, we provide you with assistance from skilled and certified technicians performing quality services. Together, we find an agreed service level to secure your specific needs, ensuring the same level of service for different types of systems.

We provide you with regular service reports, including statutory reporting, and one Single Point of Contact (SPOC) which gives you peace of mind to focus on your core business. Service levels can be adapted to meet temporary changes in needs, such as critical time periods or during events.

### Full Service Agreement

With a Full Service Agreement, we protect your site's high level of uptime with 24/7 access to skilled and certified technicians, including critical spare parts. Your agreement is tailored to secure your site criticality, including different severity levels.

The 24/7 Service Desk and pre-agreed incident escalations and governance contacts enables you to focus on your core business with peace of mind. You stay in control with dashboard-based site reporting, recurring, technical risk reviews and system optimization assessments.

Budgeting is predictable as the service fees include all time and materials, even in the event of multiple incidents, and we offer the possibility to change service levels at different times, such as during critical events.

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**Coromatic maintenance enables customers to focus on their core business with peace of mind**

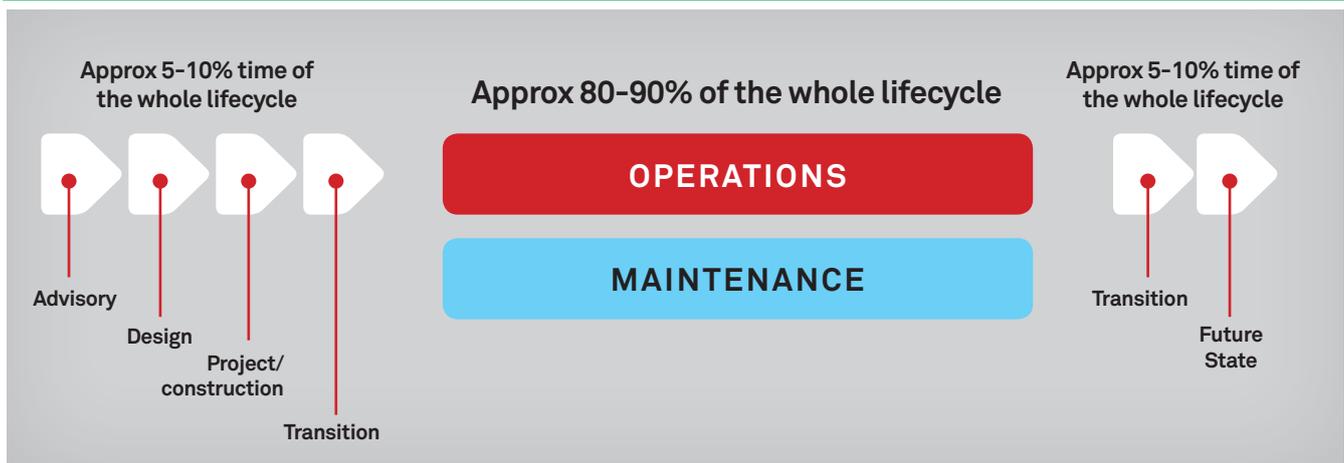
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## Coromatic service options tailored for Critical Facilities

- Complete black building test (BB test)
- On-line Lifecycle risk monitoring of technical environments
- Refurbish and upgrades in critical live environments
- System load testing
- Risk Audits by Coromatic Advisory

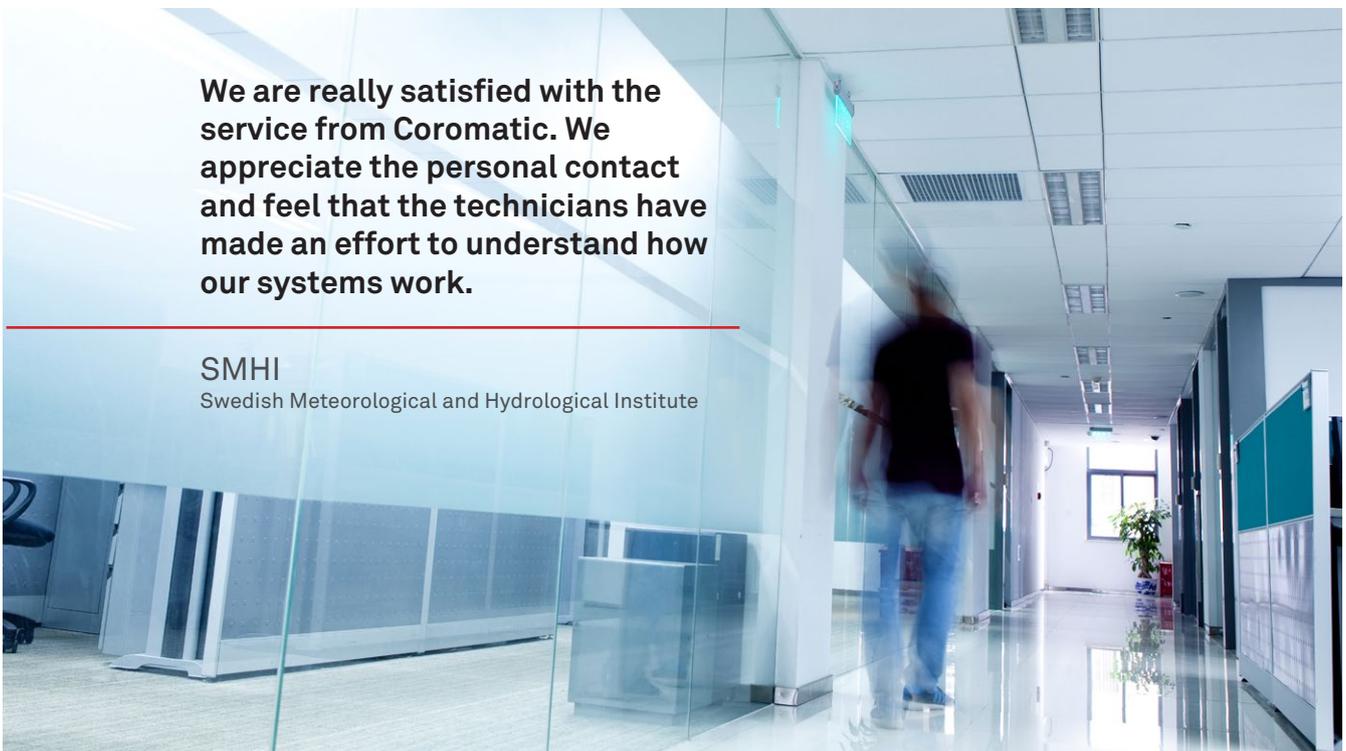
# The Critical Facilities lifecycle

## CF lifecycle 10-30 years



We are really satisfied with the service from Coromatic. We appreciate the personal contact and feel that the technicians have made an effort to understand how our systems work.

SMHI  
Swedish Meteorological and Hydrological Institute



Find more information on [coromatic.com](http://coromatic.com)

Over **500** employees

Number **1** in the Nordics

Delivery to more than **50%** of the largest Nordic corporations

More than **1,000** critical facilities projects delivered

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Coromatic ensures that organizations can keep their business operations running without disruption. As the leading provider of Critical Facilities Solutions, such as data centers, we safeguard power and data communication supply.

