



THE ACADEMY CUSTOMER COURSE CATALOGUE



Why Should You Attend Our Training Courses?

Maximize Value From Day One

QuickStart Training

Get the full value of your equipment from the day it is commissioned and minimize the risk of operator error. Vertiv QuickStart, on-site, hands-on operator training, conducted by certified customer engineers, shortens your equipment learning curve by giving operators the knowledge they need to manage equipment and events with confidence.



Essential Expertise For Your First Line of Response

First Responder Training

With operating conditions constantly changing, you rely on your first responders to keep your UPS operating reliably and efficiently. From system fundamentals to controls and alarms, Vertiv First Responder training delivers essential expertise that allows your first responders to keep controls optimized, respond to system alarms and understand how to effectively engage service personnel when equipment service is required.

Join The Academy Learning Community of Experts

It's all about people. To support your success, the Academy is designed to invest in your greatest asset: **people**. Your customers, those who expect quick, instant, unlimited access to any service you provide, require business and technical agility, which is currently being challenged to the max.

Accelerating our learning and developing new knowledge and new skills becomes crucial to maximise our impact and the way we can support change. Even more so in today's world, characterized by high-speed changes which may become disruptive for companies if not managed correctly. The Academy accompanies you throughout change and helps you govern it. It offers you our knowledge via personalized training courses and innovative learning solutions delivered by our experts, with the ultimate aim of developing the knowledge and skills of your employees.

Customer Learning Programs

We offer business-specific programs that cover our technologies, focusing on our customers' newly purchased equipment, covering a standard set of deliverables, customized with customer requirements.

A Solid and Science-based Methodology Successfully Applied to Customer Training Courses

Courses are developed according to specific learning requirements in line with your company strategy. Training sessions are carefully planned to cover training needs that are mapped and prioritized with management teams. In order to enhance and maximize learning transfer, we adopt different learning methodologies depending on the course and its objectives, to essentially help our students make the most of the specific tools available for each course.

Distributed Campus and Faculty to Consistently Ensure Speed and Capillarity

Our Academy courses take place in certified training centers and are delivered by accredited internal Academy trainers. When centrally delivered, courses are held at our Training Centers in:

- Singapore
- Sydney
- Shenzhen

We can also provide training courses at customer sites or on demand through local Academy Training Centers. Discover which option is fit for you by reading this brochure.



QuickStart Training

Maximize value from day one. Get the full value of your equipment from the day it is commissioned and minimize the risk of operator errors.



Features

- **Personalized:** Hands-on training that uses your equipment in your environment
- **Empowering:** Your operators gain the knowledge they need to efficiently and confidently operate your new equipment.
- **Effective:** Training is conducted by certified customer engineers in the local language
- Focuses on the safety practices while working with UPS systems

Who Should Attend:

Customers' technical personnel, operators.

Benefits

This training course provides the operator with the technical knowledge to get acquainted with and understand the working principles of your new equipment. This results in:

- Shortening the learning curve associated with new equipment
- Increasing operator confidence when engaging with new technology
- Reducing the risk of operator errors

Training Outcomes

By applying the knowledge gained in this workshop, you will:

- Know the correct and safe equipment operations
- Identify and report equipment issues
- Use appropriate documentation regarding system introduction, system specifications, operations, and routine inspections of the device

Learning Objectives

Introduce the operator to the correct and safe equipment operations, and teach them how to identify and report problems with it.

Specifications

2-8 hours on-site, hands-on operator training, conducted by certified customer engineers in your local language shortens your equipment learning curve by giving operators the knowledge they need to manage equipment and events with confidence.

	AC Power	Thermal Management	Industrial Power
QUICK START	2-4 hours On-site	2-4 hours On-site	4-8 hours On site or Academy Training Room

First Responder Training

Essential expertise for your first line of response. With operating conditions constantly changing, you rely on your first responders to keep your UPS operating reliably and efficiently.

Features

- **In-depth:** two-day training conducted in our international training academies in Singapore and Sydney, featuring classroom and hands-on training to cover everything from system fundamentals to alarm management while also ensuring first responders understand their limits and do not attempt maintenance services they are not qualified to perform.
- **Focused:** on your equipment model's specific architecture and features to gain the expertise needed to serve as the first line of response for your equipment.
- **Effective:** conducted by international training specialists and leveraging Vertiv's deep expertise in designing, manufacturing and servicing critical infrastructure to ensure first responders can optimize the availability and efficiency of their equipment

Who Should Attend:

Customers' technical personnel.

Benefits

This training course provides the operator with the technical knowledge to deeply understand the working principles of your new equipment. This results in:

- Ensuring equipment features and capabilities are being fully utilized
- Empowering first responders to adapt equipment controls to changing operating conditions
- More effective response to system alarms

Training Outcomes

By applying the knowledge gained in this workshop, you will:

- Know Vertiv portfolio of products and services
- Know the basics of the equipment theory of operation
- Know the correct and safe equipment operations
- Be able to identify and report equipment issues
- Be able to use appropriate documentation regarding system introduction, system specifications, operations, and routine inspections of the device

Learning Objectives

This course introduces the learner to the correct and safe operations of the equipment, as well as how to identify and report problems with it.

Specifications

1-3 days residential class conducted by accredited trainers. From system fundamentals to controls and alarms, this course delivers essential expertise that allows your first responders to keep controls optimized, respond to system alarms and understand how to effectively engage service personnel when equipment service is required.

	AC Power	Thermal Management	Industrial Power
FIRST RESPONDER	2 Days Singapore and Australia	2 Days Singapore and Australia	2 Days Singapore and Australia

*We can also provide training courses at customer sites or on demand through local Academy Training Centers



Vertiv Academy Facility Singapore

Learn from Vertiv experts at The Academy in Singapore with its modern classrooms and training facilities and extensive training courses. The facility is a safe environment equipped with the most recent systems and also legacy products from Vertiv.

Training courses include class time and practical exercises using equipment onsite. Courses also include a comprehensive safety overview that covers best practices for safe behavior.

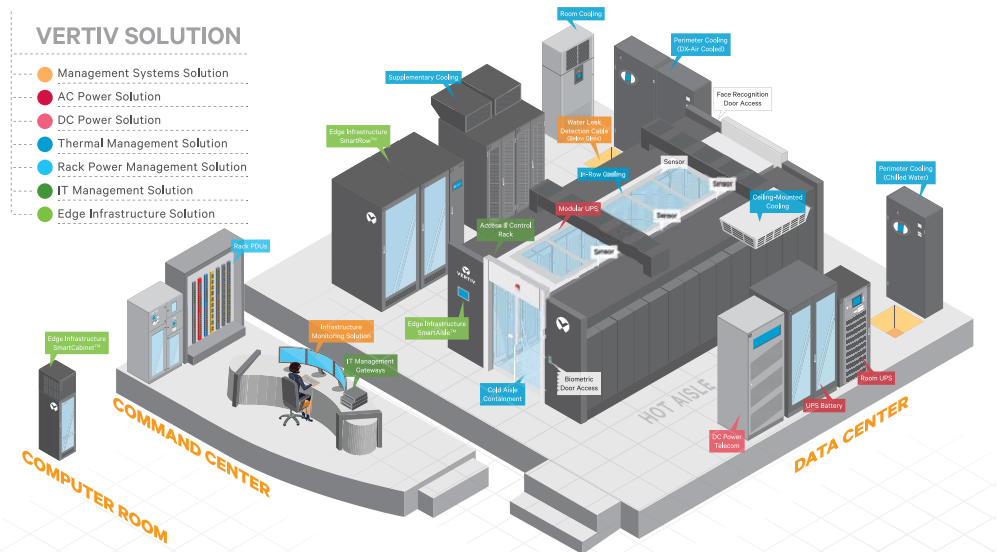
Upon completion, participants will receive a training certificate. Participants are urged to refresh their knowledge every 3 years to safely operate the equipment and familiarize themselves with the latest product versions.



Vertiv Customer Experience Center

Vertiv's state-of-the-art Customer Experience Center, enables our customers to experience firsthand a wide variety of data center technologies, supported by constant consultation from engineering specialists.

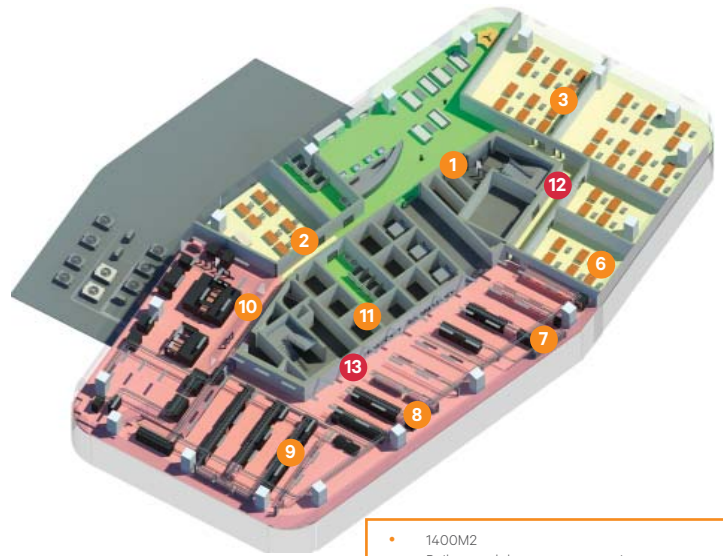
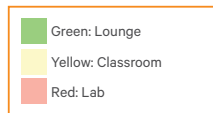
Customers visiting the center will be able to witness pre-installation demonstrations, covering the technical performance, interoperability and efficiency of Vertiv™ products under real field conditions. These processes can be experienced from the facility's control room, where real-time performance measurements and reporting will be available while providing full visibility of the demonstration area.



Vertiv Academy China Campus

Our sprawling campus in China features the latest facilities that let students play out real data center scenarios for an immersive learning experience. Each room is designed to provide in depth training on various data center areas.

- 1 Lobby
- 2 4 Large Classroom
- 5 6 Small Classroom
- 3 DCIM Classroom
- 7 DC Power Solution/
Industry Power Solution
- 8 AC Power Solution
- 9 High Availability Power
System
- 10 SmartSolutions &
Thermal Management
- 11 Building Facilities
- 12 13 Escapes



- 1400M2
- Built as real data center scenarios
- From design to maintenance, total operation experience in data center life cycle.