Service and Support System

Huawei Digital Power is dedicated to building three service networks: Global technical support, spare parts service, and service partners, providing after-sales services throughout the full lifecycle and ensuring the smooth operation of data center network.

Global Technical Support:Strengthening Cybersecurity with Optimal SLAs

Covering 170 countries and 14 languages;1,800 professional technical engineers
·Kindly localized services ·Responsing quickly ·Resolving problems efficiently

Optimal SLA for after-sales service:	7*24H Hotline response	2Min Ticket creation	5Min Resource pooling	4H Site visit

Global Technical Support Network:China GTAC/TAC, MalaysiaTAC, Romania GTAC/TAC, Egypt TAC, Mexico GTAC/TAC

Spare Parts Service:Stable and Reliable Global Supply of Spare Parts

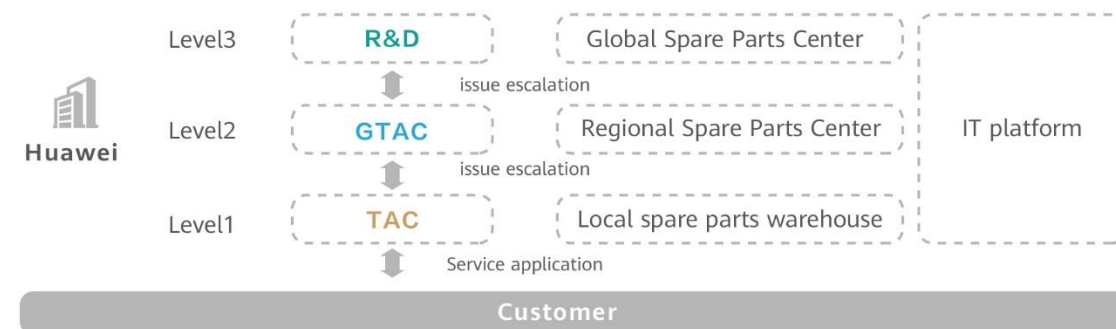Global collaborative delivery platform: delivery in 4 hours
145+ national spare parts logistics centers; 9 regional spare parts operation centers; One global spare parts operation center;
The service covers more than 500 professional technical engineers in more than 170 countries.

24/7 Efficient Coordination, Timely Delivery

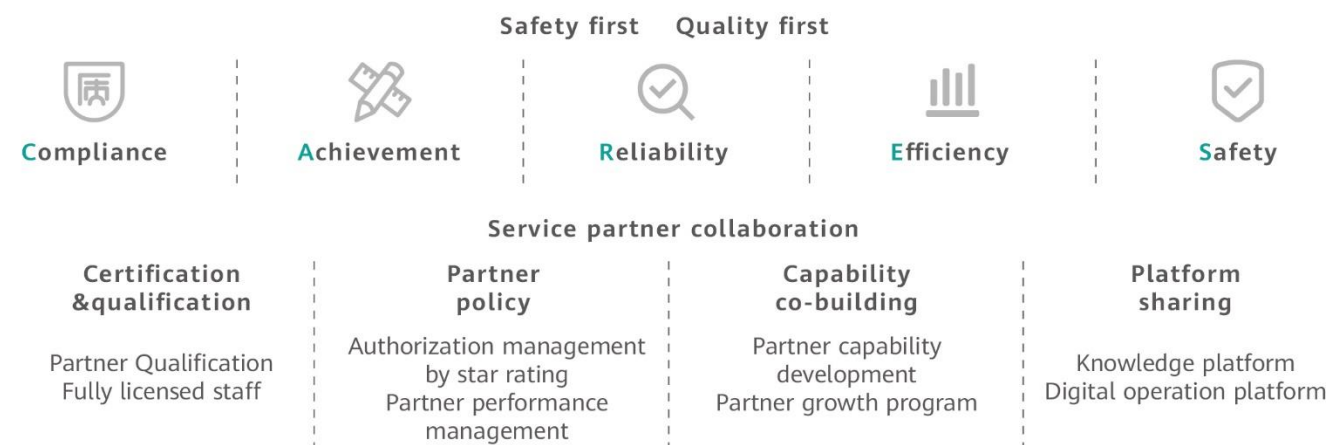Spare parts demand ➡ Ticket handling ┆ Spare parts extraction ┆ Spare parts pickup ➡ Inventory management

Three-level Technical Support Process:Multiple assurance, quick handling, and efficient closed-loop

To quickly respond to customer service requests, Huawei has established a three-level technical support system to handle customer service requests and provide high-quality customer services.

Huawei

Level3	R&D	Global Spare Parts Center	
	↕ issue escalation		
Level2	GTAC	Regional Spare Parts Center	IT platform
	↕ issue escalation		
Level1	TAC	Local spare parts warehouse	
	↕ Service application		

Customer

Service Partners:Joint delivery of "CARES" to customers

Safety first   Quality first

Compliance	Achievement	Reliability	Efficiency	Safety

Service partner collaboration

Certification &qualification	Partner policy	Capability co-building	Platform sharing
Partner Qualification Fully licensed staff	Authorization management by star rating Partner performance management	Partner capability development Partner growth program	Knowledge platform Digital operation platform

Notes:
TAC: Technical Assistance Center
GTAC: Global Technical Assistance Center
R&D: Huawei R&D Center

Date Center Facility Services

-Supporting the digital world in unwaveringly moving forward-

Huawei Digital Power

Huawei Digital Power Technologies Co.,Ltd.(Huawei Digital Power for short) is a leading global provider of digital power products and solutions. We are committed to intergrating digital and power electronics technologies, developing clean power, and enabling energy digitalization to drive energy revolution for a better, greener future . In the data center energy field, Huawei Digital Power builds green, simplified, intelligent, and secure data centers to achieve ubiquitous green computing and storage. By building a new energy infrastructure for the digital industry, each watt can carry more connections and more computing power, bridging the energy gap and enabling the digital world to operate firmly.

1700+	12	170+	1/3
1700+ patents	12 R&D centers	Presence in 170+ countries and regions	Serving one third of the world's population

Huawei Digital Power Service

Digital Power service plays an essential role in ensuring the quality and security of new energy industries. Contributed to localized services, and supported by three global service networks and digital platforms , Huawei Digital Power Service has been building a more secure, efficient, and intelligent service system to match the data center facility scenarios. We provides technical support and full-lifecycle services to help customers solve problems, guarding the digital world running firmly.

Our Advantages

Safe and Reliable

· E2E production, delivery, and cyber security control

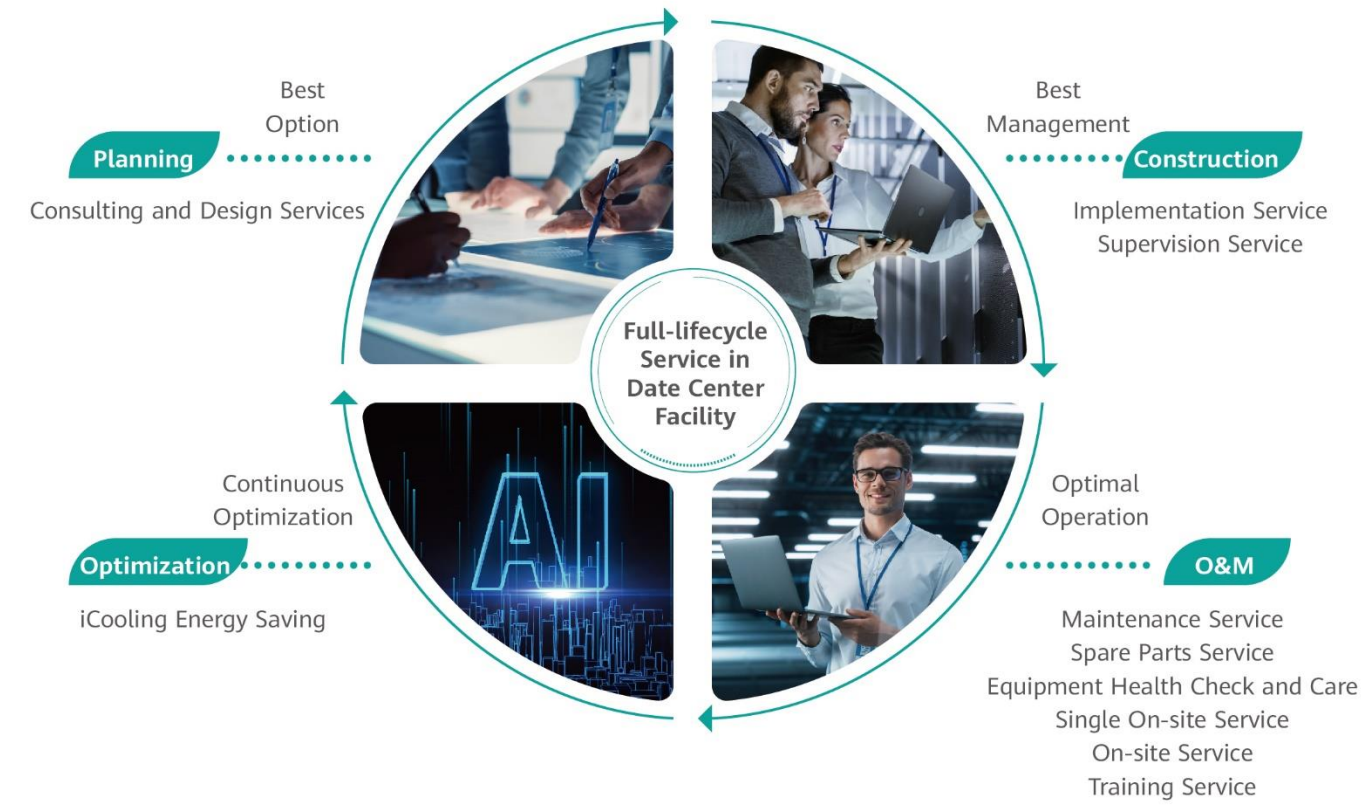· Fast-Responsive global service networks and Worry-Free assurance

Excellent Operation

· Digital and intelligent delivery management and service

· High-standard and high-quality implementation and delivery

Green and Sustainable

· New technologies such as AI and big date have been applied to DC business to achieve optimal PUE and improve efficiency

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Full-lifecycle Service Solutions

We offer a wide range of professional service solutions covering all stages of the life cycle to meet the diverse needs of customers ,ensuring secure, stable, and efficient running of data centers.

Planning — Best Option — Consulting and Design Services

Construction — Best Management — Implementation Service / Supervision Service

Full-lifecycle Service in Date Center Facility

O&M — Optimal Operation — Maintenance Service / Spare Parts Service / Equipment Health Check and Care / Single On-site Service / On-site Service / Training Service

Optimization — Continuous Optimization — iCooling Energy Saving

Planning

Consulting and design services

Customize the best consulting and design solutions to meet your data center goals and align each solution with the expected benefits to help optimize investment costs.

Construction

Implementation service

Equipment arrival management, environment inspection, equipment installation, equipment commissioning, system acceptance, and system handover and so on ,ensuring efficient and high-quality project delivery.

Supervision service

Technical consultation, installation supervision, commissioning supervision, and transfer-to-maintenance training, ensuring standard operations and strict quality control.

O&M

Maintenance service

You can purchase an extended service package to enjoy more worry-free and lasting professional maintenance when the warranty of Huawei devices expires.

Spare parts service

Based on Huawei's spare parts service networks around the world, we provide you with original product spare parts to ensure the smooth operation of your business.

Equipment health check and care

Perform health check on Huawei data center products and provide comprehensive maintenance services to improve device reliability, availability, and security, preventing risks ,and reducing maintenance costs.

Single on-site service

Huawei's authorized engineers assist in troubleshooting on site, including fault information collection, diagnosis and analysis, solution implementation, and faulty parts replacement, to quickly restore services.

On-site service

Huawei assigns professional engineers to provide O&M support services for Huawei products purchased by customers at designated locations.

Training service

We provide Huawei-developed product technical training and data center O&M training to help customers cultivate talents.

Optimization

iCooling energy saving

It is an AI-based cooling system optimization solution for data centers. By analyzing the cooling system parameters, IT load, and external environment data, we can find out the core parameters and use AI technology to train the energy efficiency model of the data center to infer the optimal cooling system parameter combination.

Simple

Optimizes system energy efficiency using AI algorithms,needing only a few sensors.

Green

Reduces PUE by 8% to 15% and cuts data center carbon emissions.

Safe

Integrates AI inference into O&M specifications to meet SLA requirements.