

## 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 · Responding quickly · Resolving problems efficiently

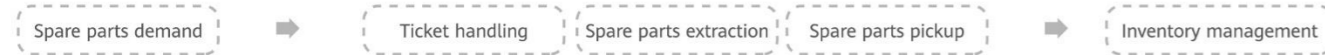
Optimal SLA for after-sales service: **7\*24H** Hotline response | **2Min** Ticket creation | **5Min** Resource pooling | **4H** Site visit

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

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

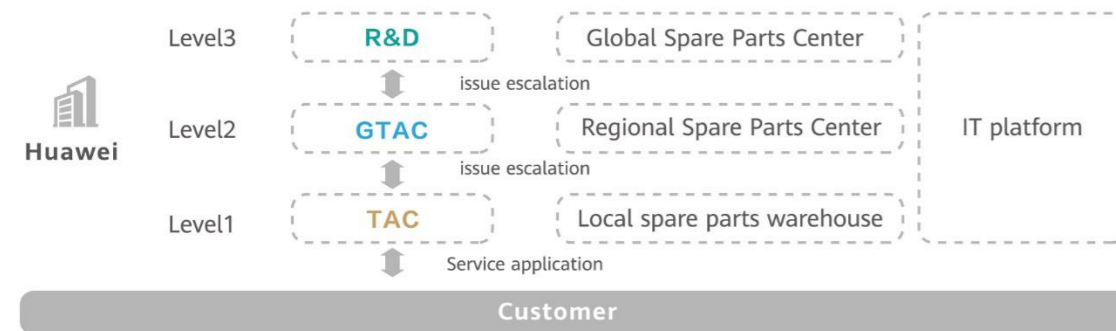
Global collaborative delivery platform: delivery in 4 hours  
 145+ national spare parts logistics centers; 9 regional spare parts operation centers; One global spare parts operation center;  
 The service covers more than 500 professional technical engineers in more than 170 countries.

#### 24/7 Efficient Coordination, Timely Delivery



### 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.



### Service Partners: Joint delivery of "CARES" to customers



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

# Data Center Facility Services

-Supporting the digital world in unwaveringly moving forward-



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Huawei Digital Power Technologies Co., Ltd.

Website: <https://digitalpower.huawei.com/en/>

## About Us

### 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+

1700+ patents

12

12 R&D centers

170+

Presence in 170+ countries and regions

1/3

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

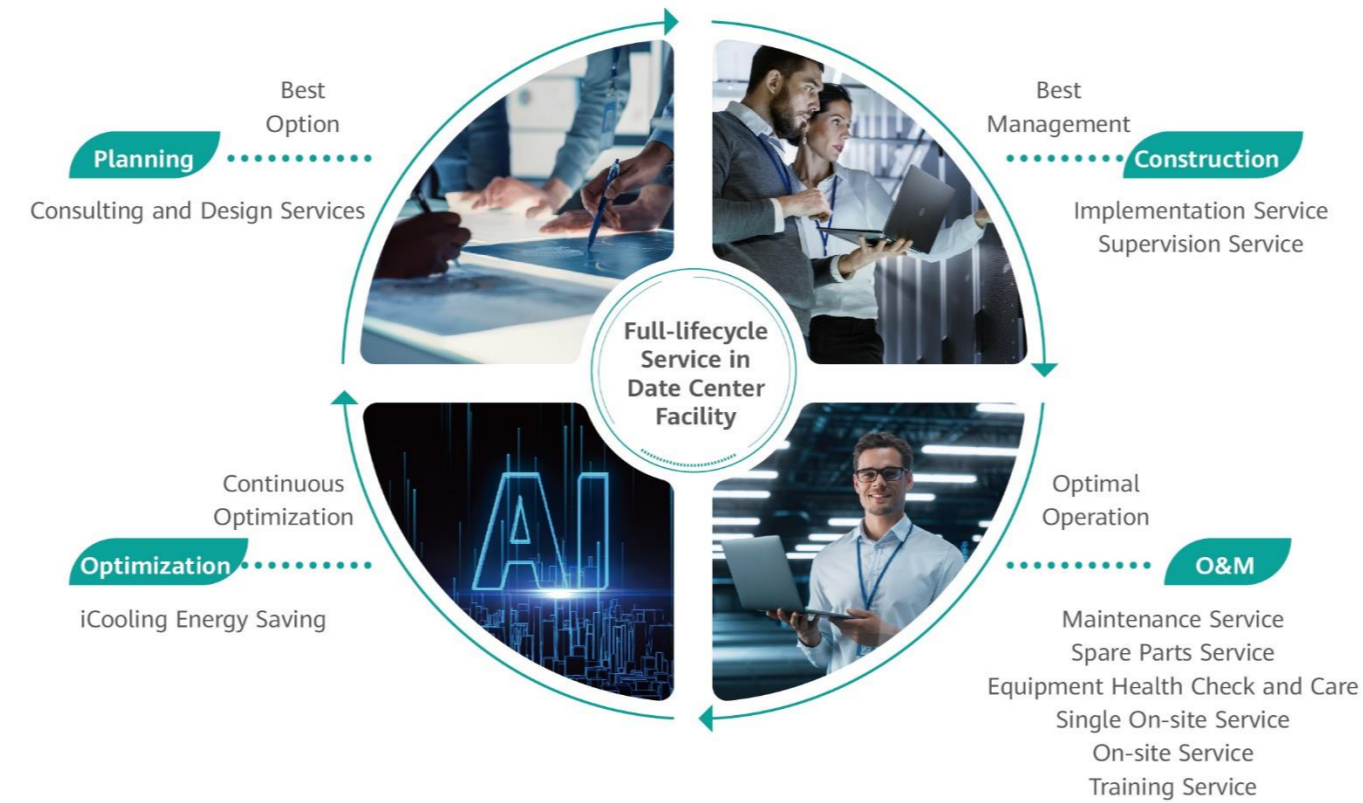
- Digital and intelligent delivery management and service
- High-standard and high-quality implementation and delivery

#### Green and Sustainable

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

## 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

#### 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.