



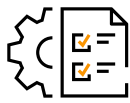
# Power Customer Experience Center

Bologna, Italy



# Forging performance into excellence

The Vertiv Customer Experience Center in Castel Guelfo (Bologna, Italy) offers firsthand experience of a wide range of data center technologies, including AI-ready solutions. We also provide pre-installation demonstrations that cover technical performance, interoperability, and the efficiency of our UPS systems under real-field conditions, including tests with AI loads to ensure optimal performance in AI-driven environments.



**7**

**testing stations:**

4 up to 1.2 MVA  
5th up to 4.2 MVA  
6th up to 2.5 MVA  
7th up to 1.5 MVA



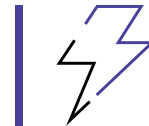
**150**

**witness tests**  
per year



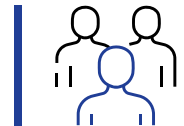
**400+**

tests and demos  
on UPS systems  
per year: **including**  
**Vertiv™ Trinergy™**  
**and Vertiv™**  
**PowerUPS 9000**



up to  
**7000A**

simultaneous tests  
**at full load**



**800+**

customers  
per year from  
**50+ countries**





## ● High-Density Showroom |

Our just-renewed high-density showroom showcases Vertiv's leading technologies supporting AI applications:

**Power solutions** including room-based Vertiv™ Trinergy™, in-rack and row-based UPS systems

**Power distribution** units, covering rack PDUs and remote power panels

**Thermal solutions** from in-row to liquid cooling

**Racks and enclosures**, including integrated solutions

**Monitoring tools**, covering IT management devices and softwares



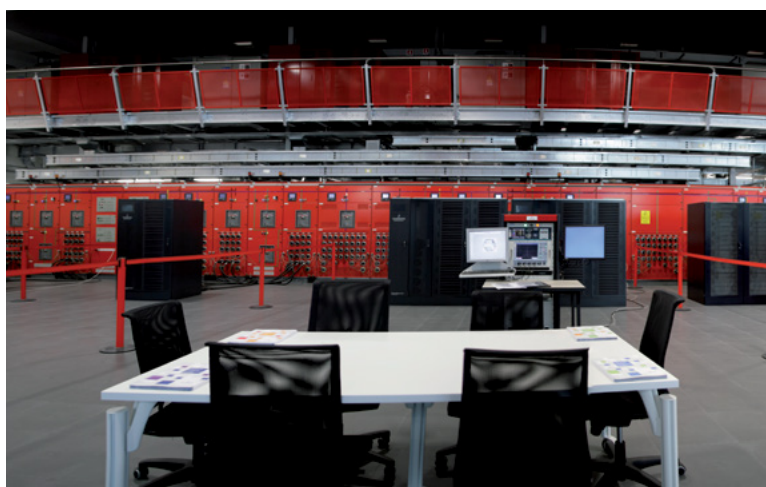
## ● Customer validation area |

Our Customer Experience Center offers four validation experiences:

**Demo:** carried out on new products to demonstrate UPS performance.

**Standard:** validation tests showing UPS, RPP, STS and battery standard technical performance in compliance with standard testing procedures.

**Customised:** sessions tailored to validate the customer's specific technical performance needs based on dedicated UPS, RPP, STS and battery testing procedures agreed with the customer in advance.



**AI Load Simulator:** A new addition enabling testing of variable AI load profiles, either pre-defined or specific to real cases applications. This equipment supports both design and validation testing, as well as customer demonstrations, ensuring UPS systems perform optimally under AI-driven loads and monitoring the main parameters for each scenario.

## ● The academy |

The Academy design and deliver in-house training programs about products and technologies to build the knowledge and skills required within our organization.

Our learning programs enable us to operate in the market meeting customer expectations, including training courses available for Business Partners and Customers to attend.



## ● Meeting area |

The Customer Experience Center Meeting Area includes a variety of meeting rooms designed to facilitate discussions with customers about Vertiv's products and technologies.

During visits to our Customer Experience Center, you also have the opportunity to engage with a wide range of experts, including R&D and application engineers, offering and product marketing, sales and services, providing a comprehensive view of our business and products. Additionally, upon request, our industry experts can deliver tailored masterclasses on topics such as AI and transformative power solutions, customized to meet your specific needs.





## ● Remote digital FAT |

**The setup** stage validates equipment settings and ensures compliance against applicable standards. Our product manager will immediately contact you to validate the session participants, define a time for testing, and confirm the script for customisations included within the scope.

**The FAT** is conducted via a private Teams meeting, where system testing occurs in real-time following a pre-defined script and recorded using a HD camera. The customer is always free to ask a question, request a zoom in, etc.

**Upon completion**, our specialist will go through a digital “punch-list” document shared on screen and agree on the final ranking. The customer then prints out and signs the document to subsequently be sent to Vertiv for a return signature. Our FAT specialist then shares all test results, images, recordings, and awaits customer confirmation for the shipping release.

### Satisfying every customer need:

- Test report
- Test report & high-resolution video recording
- Test report & high-resolution live video test
- Test report, high-resolution live video test & video recording



### Additional services

#### Steady-state test

- Alarms and display verification
- Efficiency
- Input THDi & PF
- Output THDv
- Balanced load
- Unbalanced load
- High non linear load

...and much more.

#### Dynamic tests

- Main failure
- Main restore
- Rectifier walk-in
- Load transfer bypass to inverter & the opposite
- Load step up / step down
- Output short circuit
- Output overload

...and much more.



*Watch the Power  
Customer Experience  
Center video*

## Vertiv fact sheet

# The world depends on data we power and cool.

Nearly all aspects of our lives involve the use of technology. It is how we work and play and do anything in between. This connectivity or use of data is built into the very fabric of our society. It is vital to human progress. Vertiv believes there is a better way to meet this accelerating demand for data — one driven by passion and innovation.

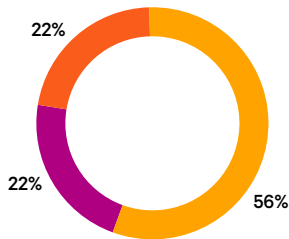
As industry experts, we collaborate with our customers to envision and build future-ready infrastructures. We leverage our portfolio of hardware, software, analytics, and services, to enable our customers' vital applications to run continuously, perform optimally, and scale with business needs.

**Data centers:** hyperscale/cloud, colocation, enterprise and edge

**Communication networks:** macro site, central office, small cell and data center

**Commercial and industrial:** healthcare, manufacturing, rail/mass transit, power generation and oil and gas

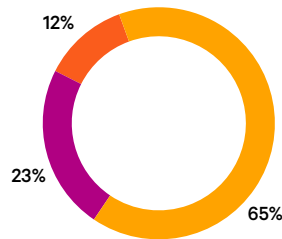
### Geography<sup>1</sup>



- Americas
- EMEA
- Asia Pacific

Broad range of power, thermal, and IT and edge infrastructure, solutions and services portfolio.

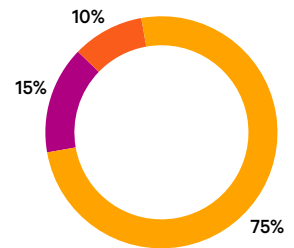
### Portfolio<sup>1</sup>



- Critical Infrastructure & Solutions
- Services & Spares
- Integrated Rack Solutions

Global, well-established footprint and supply-chain network.

### Market Segment<sup>1,2</sup>



- Data Centers
- Communication Networks
- Commercial & Industrial

Customers who operate in some of the world's most critical industries.

## Key facts

**~\$6.9B**  
USD revenue

**~27,000**  
employees globally

**130+**  
countries served

**50+ years**  
in the industry

**#1 in thermal**  
management<sup>3</sup>

**#1 in 3-phase large UPS<sup>4</sup>**  
and power switching & distribution<sup>5</sup>

Note: <sup>1</sup> based on FY 2023 revenue; <sup>2</sup> Market segment rounded to nearest 5%; <sup>3</sup> Dell'Oro Data Center Physical Infrastructure reporting 2023. <sup>4</sup> Omdia Uninterruptible Power Systems (UPS) Hardware Tracker 2023, >250kva; <sup>5</sup> Omdia Data Center Power Distribution Equipment Tracker 2023. All else, company information as of December 31, 2023.





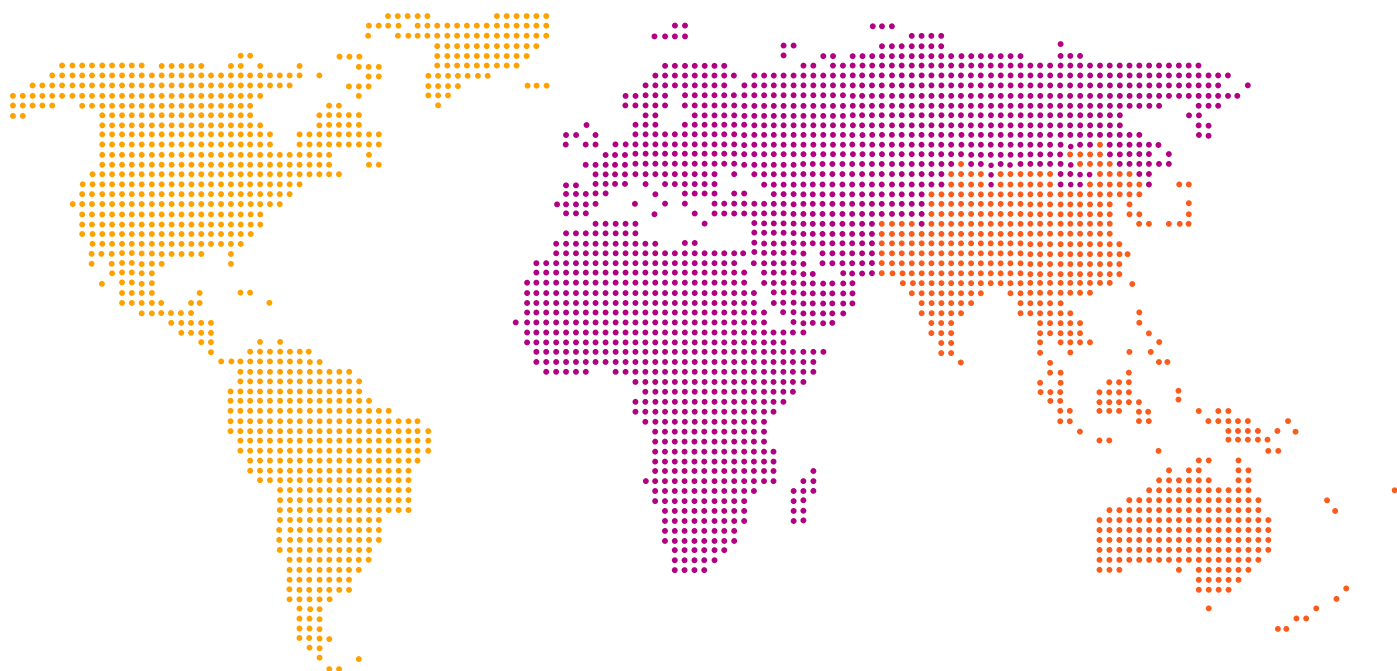
## Our purpose

We believe there is a better way to meet the world’s accelerating demand for data — one driven by passion and innovation.

## Our presence

### Worldwide

Manuf. and Assembly Locations: **22**  
Service Centers: **240+**  
Service Field Engineers: **3,500+**  
Technical Support/Response: **190+**  
Customer Experience Centers/Labs: **19**



### Americas

Manuf. and Assembly Locations: **8**  
Service Centers: **100+**  
Service Field Engineers: **1,600+**  
Technical Support/Response: **70+**  
Customer Experience Centers/Labs: **5**

### Europe, Middle East, and Africa

Manuf. and Assembly Locations: **9**  
Service Centers: **60+**  
Service Field Engineers: **600+**  
Technical Support/Response: **100+**  
Customer Experience Centers/Labs: **5**

### Asia Pacific

Manuf. and Assembly Locations: **5**  
Service Centers: **80+**  
Service Field Engineers: **1,300+**  
Technical Support/Response: **20+**  
Customer Experience Centers/Labs: **9**

## Our brands

### Albér™

Battery Monitoring

### Geist™

Rack PDU

### Liebert®

AC Power and Thermal

### Avocent®

IT Management

### NetSure™

DC Power

### Energy Labs™

Commercial and Industrial Thermal

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