



## About Vertiv™

*Vertiv brings together hardware, software, analytics and ongoing services to ensure its customers' vital applications run continuously, perform optimally and grow with their business needs. Vertiv solves the most important challenges facing today's data centers, communication networks and commercial and industrial facilities with a portfolio of power, cooling and IT infrastructure solutions and services that extends from the cloud to the edge of the network. Headquartered in Columbus, Ohio, USA, Vertiv employs around 20,000 people and does business in more than 130 countries. For more information, and for the latest news and content from Vertiv, visit [Vertiv.com](https://www.vertiv.com).*



## Why Should You Attend Our Training Courses?





# The Academy Global Customer Training Catalogue

## 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:

- **Columbus Westerville, US**
- **México City, Mexico**
- **São Paulo, Brazil**
- **Castel Guelfo, Bologna, Italy**
- **Tognana, Padova, Italy**
- **Bedford, Bedfordshire, UK**
- **Singapore**
- **Sydney, Australia**
- **Shenzen, China**
- **Pune, India**

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



### 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	DC Power	Industrial Power (APAC only)
<b>QUICK START</b>	2-4 hours On-site	2-4 hours On-site	2-8 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 Italy and the U.K., 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 certified customer engineers in English. 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	DC Power	Industrial Power (APAC only)
<b>FIRST RESPONDER</b>	2 Days Bologna, Bedford*, Singapore, Sydney, Westerville, Pune, Shenzhen, México City and São Paulo	2 Days Tognana, Bedford*, Singapore, Sydney, Westerville, Pune, Shenzhen, México City and São Paulo	1-3 Days Zagreb* and Shenzhen	2 Days Singapore, Sydney, Shenzhen and Pune

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

## AMERICAS' TRAINING FACILITIES

### Vertiv™ Academy Westerville (OH)

*At Vertiv, we are continuously investing in our people. With several training facilities around the world, our technicians, customers, and partners benefit from a shared knowledge base and established best practices.*

Through our state-of-the-art Vertiv Academy located in Westerville, Ohio, our full-time staff delivers year-round training on the latest technical innovations, operations, and maintenance techniques for mission-critical power and cooling equipment. The classrooms of our LEED Gold certified facility are arranged to optimize the learning experience through hands-on lab activities. Our 11,000-square-foot teaching lab is home to more than 200 different pieces of equipment valued at more than \$5 million.



### Vertiv Academy Mexico

*The Academy helps the customers in the Northern Cone region to get acquainted with their units and operate on them in a safe and controlled environment.*

This is achieved in the class room and laboratory spaces, dedicated to people skill development for AC Power, DC Power and Thermal Management systems.

At the end of training, the customer's staff will be able to operate the units and perform the first corrective actions at the right time.



### Vertiv Academy Brazil

*The Academy in the Southern Cone region supports customers to learn to operate their units in a safe and controlled environment.*

The class room and laboratory environments allow them to do this, as they are dedicated to AC Power, DC Power, DCIM and Thermal Management systems.

At the end of the courses, the customer's staff will be able to operate the units and perform the first corrective actions at the right time.





## EMEA TRAINING FACILITIES

### Vertiv™ Academy at AC Power Customer Experience Center - Bologna (Italy)

*Vertiv's state-of-the-art Customer Experience Center located in Castel Guelfo (Bologna - Italy), enables our customers to experience first-hand a wide variety of data center technologies, supported by constant consultation from R&D and engineering specialists, and training*

Customers visiting the center will be able to witness pre-installation demonstrations, covering the technical performance, interoperability and efficiency of Vertiv UPS systems 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. The center can host simultaneous tests at full load of up to 4000 A.

The customer validation area specifically dedicated to UPS consists of four testing stations, each one providing up to 1.2 MVA of capacity. Testing includes individual modules, as well as complete power systems, with the added possibility of the customer's switchgear support systems being connected, thus guaranteeing smooth, rapid installation and commissioning of large power systems.

Testing is also customized based on the complexity, size and number of UPS components in the configuration.

Our Customer Experience Center offers three validation experiences:

- **Demo** - carried out on new products to demonstrate UPS performance
- **Standard** - validation test showing UPS standard technical performances in compliance with UPS catalogue and IEC 62040-3 standards
- **Customized** - session tailored to validating customer's specific technical performance needs.



Customer Validation Area

### Vertiv Academy at Thermal Management Customer Experience Center - Tognana (Italy)

*Vertiv's Customer Experience Center located in Tognana (Padova - Italy), is specifically designed for customers to interact with Thermal Management data center technologies, and for training.*

The center gives our customers the unique opportunity to witness pre-installation demonstrations, covering technical performance, interoperability and efficiency of Vertiv's Thermal Management solutions under a broad range of real field conditions.

Customers visiting the center may also benefit from a comprehensive consultation from our R&D, engineering and application specialists. The Customer Experience Center provides

customers, consultants and data center specialists with the most complete testing area to experience the capabilities of our technologies at peak conditions. All our measuring tools are periodically tested to adhere to current international quality procedures.

Every customer visit is accompanied by a complete final report which includes

each and every tested parameter as well as the relevant outputs for the specific Thermal Management unit validated. With our constant focus on our customers' needs, we guide them through a first-hand experience with full transparency and flexibility, enabling them to achieve the highest standards of technical excellence.



Adiabatic Freecooling Chiller Innovation lab



## APAC TRAINING FACILITIES

### Vertiv™ Academy 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.



# The Academy Global Customer Training Catalogue

## Vertiv™ Academy China Campus

*Vertiv Academy China Campus located in Nanshan I Park (Shenzhen-China) provides customers with an environment which simulates a real data center for an immersive learning experience.*

**From design to maintenance, customers can experience advanced data center equipment, deeply understand different levels of international standard computer room solutions, and fully exercise on data center critical facility maintenance and troubleshooting.**

Customers can learn and exercise not only on power and thermal equipment but also on software. The DCIM system in the whole site is used as both service experience and training. Customers can also learn how PTMS helps us manage power distribution in a data center, demonstrate power conditions vividly and help to improve power efficiency. With 15,070-square-foot teaching site equipped with more than 85 different pieces of equipment, and more than 240 useful technical courses on data center, the Uptime institute recognizes Vertiv Academy China Campus as their professional training cooperation base in China. China Communications Enterprise Association and China Unicom Cloud Company also certificate Vertiv Academy China Campus as their training cooperation base.



## Vertiv Academy India

*Vertiv training facility in Pune aims to equip customers with the technical know-how to properly and effectively manage critical infrastructure via a comprehensive course offering.*




Courses at the Vertiv Academy are specifically tailored for customers who have purchased Vertiv solutions. Classes are a mix of both classroom time and practical exercises, as well as a comprehensive safety overview.








## Global Training Locations





### EMEA

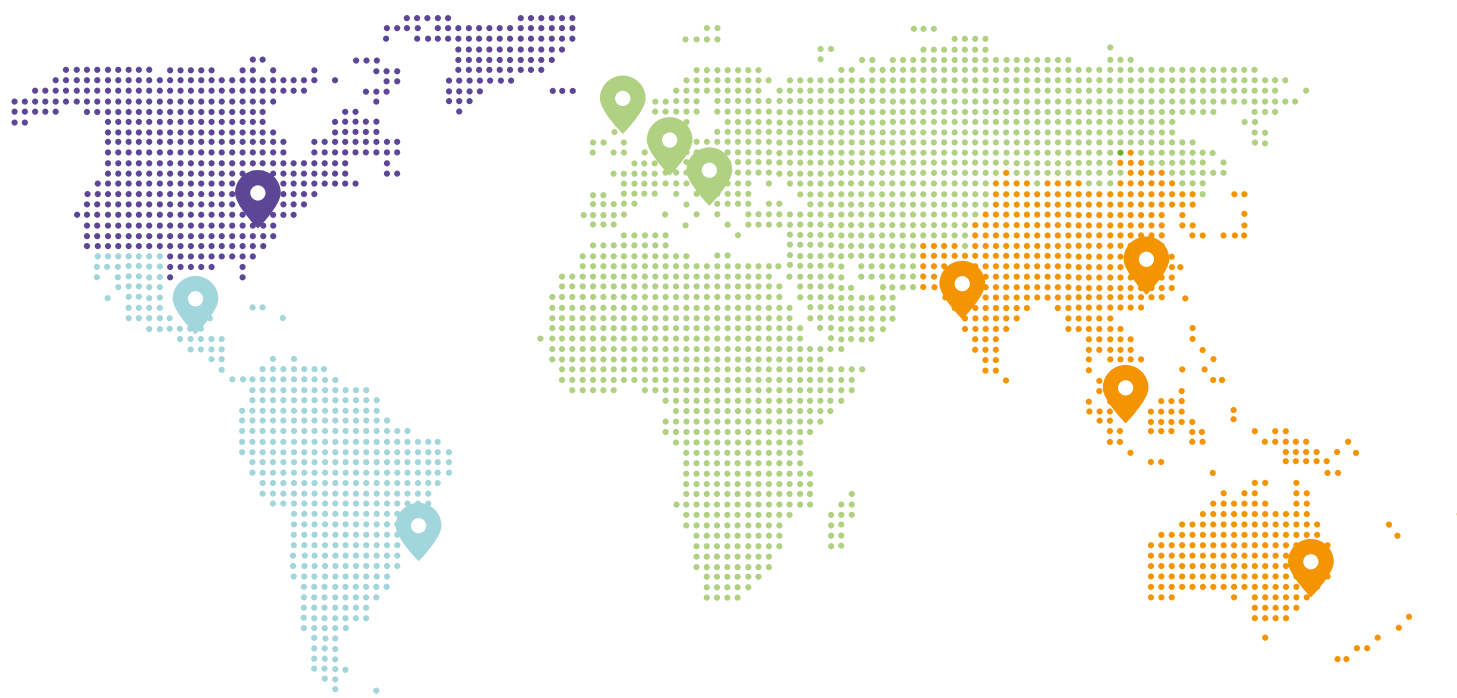
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