



Enclosures & Critical Power Service Description

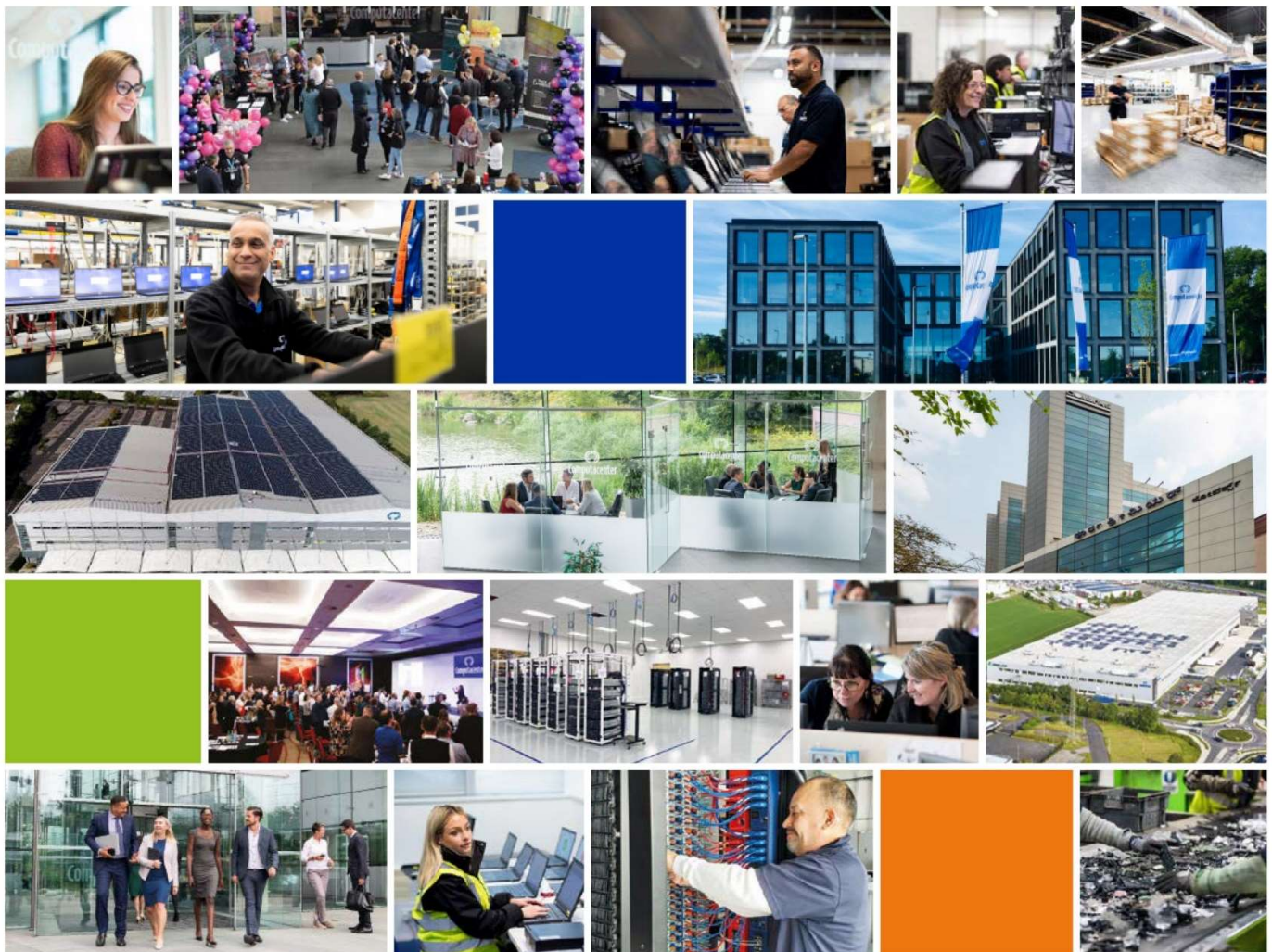




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SERVICE OVERVIEW

1.1 Why Computacenter for Enclosures (Racks) and Critical Power (UPS & PDUs)

In an era where digital services are synonymous with business continuity, the resilience of your physical infrastructure—racks, uninterruptible power supplies (UPS), and power distribution units (PDUs)—is mission-critical. The organizations that thrive are those that treat their data centres and network rooms not as static hardware spaces, but as living systems that must be engineered, governed, and evolved with the same rigor as their most strategic applications.

Computacenter's supply and installation service for enclosures and critical power is built precisely for this reality. It unites deep engineering expertise, end-to-end PMO (Project Management Office) governance, and a long, proven history of delivering complex, multi-site rollouts for global enterprises. The result is a safer, more efficient, and future-ready infrastructure that underpins uptime, accelerates transformation, and reduces total cost of ownership.

1.2 The Business Imperative: Transforming Critical Power for Always-On Operations

Every minute of downtime costs—financially and reputationally. As power densities rise, edge footprints expand, and regulatory and sustainability expectations intensify, organizations must modernize how they design, protect, and manage power within their networks. That means deploying the right enclosures to optimize space and airflow; selecting and right-sizing UPS systems to provide clean, continuous power; and implementing PDUs that ensure accurate load balancing, granular visibility, and safe distribution downstream.

However, the technical stack is only half the battle. Real success also requires disciplined program delivery: forecasting lead times, sequencing works to minimize disruption, coordinating multi-vendor dependencies, and validating outcomes with auditable evidence. Computacenter integrates both: the precision of engineering and the predictability of enterprise-grade delivery.

1.3 What Differentiates Computacenter

➤ End-to-End PMO Management with Enterprise Rigor

Where many providers focus on hardware placement and wiring, Computacenter embeds a mature PMO across every project. We provide full lifecycle governance—requirements capture, scope and schedule baseline, risk and issue management, change control, and cost tracking—supported by structured stakeholder engagement and executive reporting. You get clarity at every step: weekly progress dashboards, RAID logs (Risks, Assumptions, Issues, Dependencies), and milestone sign-offs tied to defined acceptance criteria. Our governance approach scales from a single data-hall to multi-country programs, ensuring consistent standards and predictable outcomes. In practical terms, this PMO discipline translates into fewer delays, tighter budget adherence, and far less disruption to live operations.

➤ Engineering Expertise That Balances Performance, Safety, and Efficiency

Computacenter's certified engineers are fluent in the design and installation of enclosures, UPS, and PDU ecosystems across diverse environments—from core data centres and campus distribution rooms to constrained edge sites. We prioritize safe power integration (isolation, compliance, labelling), thermal performance (rack selection, airflow optimization, cable management), and maintainability (access, service clearances, and structured documentation). Our teams coordinate electrical works with facilities and safety officers, align with local codes and standards, and perform comprehensive validation testing before handover. This engineering rigor reduces unplanned outages, improves energy utilization, and prolongs equipment lifespan.



➤ **Proven Delivery at Global Scale**

Complexity multiplies when you move from a single site to dozens or hundreds. Computacenter's logistics, staging, and field coordination capabilities are proven in high-volume, multi-region deployments—synchronizing deliveries, site access, and installation teams with precision. Our customers benefit from standardized build specifications and repeatable methods that ensure consistency while allowing room for necessary local variation. We operate with a “factory” mindset: repeatable quality, predictable timelines, and measurable results.

➤ **Integration with Your Existing Environment**

We recognize that racks and power do not exist in isolation. Our approach accounts for space constraints, existing cable plant, power panels, HVAC, and monitoring systems. We design and install to integrate smoothly with your current network and compute layers, supporting incremental migrations and coexistence strategies that minimize downtime. Whether you need to refresh a live network closet or refit a data hall, we plan the maintenance windows and back-out procedures to protect your business.

➤ **Transparent Commercials and Support Options**

From straightforward per-rack pricing for standard installations to percentage-based models for managed support, our commercial structure is designed to be clear and adaptable. Buyers can choose from Standard, Extended Resilience, or Premium Managed support tiers—each providing different levels of warranty, monitoring, and response—with the option for a dedicated Technical Account Manager (TAM) or infrastructure engineer under Premium. This ensures you only pay for the level of assurance you need, while maintaining a glidepath to scale up support as your environment evolves.

1.4 How We Deliver—Seamlessly

1.4.1 Discovery and Design

We start with discovery workshops and site assessments to capture constraints (space, floor loading, power capacity, access, and environmental conditions). Our engineers recommend enclosure types, UPS topology and sizing, and PDU configurations that align with your performance, redundancy, and growth targets. We specify cable management, labelling standards, and airflow strategies from the outset to avoid downstream rework.

1.4.2 PMO-Led Planning and Risk Control

Our PMO translates scope into a deliverable schedule, factoring lead times for custom racks or high-capacity UPS, access windows, and any dependencies on electrical or facilities work. A living risk register and mitigation plan ensure that issues are identified early—whether it's a late delivery, a loading bay constraint, or a necessary change to the power path. We coordinate all stakeholders, from site security to facilities, ensuring nothing “falls between the cracks.”

1.4.3 Supply, Logistics, and Site Readiness

We orchestrate delivery sequencing so the right components arrive at the right time, with safe handling provisions for heavy or oversized equipment. Our teams verify site readiness: clearance of the installation space, environmental controls, safety signage, and relevant permits. Where appropriate, we stage kit offsite to minimize on-premises clutter and accelerate installation.

1.4.4 Installation, Validation, and Handover

Certified installation teams implement enclosures with the correct mounting hardware, cable management, and labelling. UPS and PDUs are installed and integrated according to plan, with load balancing and safety checks. We then execute comprehensive testing—power failover scenarios, alarm checks, environmental validation—and document results. Handover includes as-built drawings, rack elevations, breaker schedules, labelling schemas, test certificates, and warranty details.



1.4.5 Managed Support (Optional)

After go-live, you can choose support that fits your risk profile and operating model:

- **Standard:** Onsite install, configuration, and a short warranty period for essential assurance.
- **Extended Resilience:** Adds longer warranty coverage, annual inspections, and an escalation engineer for added confidence.
- **Premium Managed:** Proactive monitoring, quarterly health checks, firmware updates, prioritized response, and a dedicated TAM or infrastructure engineer who provides roadmap guidance and continuous optimization.

1.5 Tangible Outcomes You Can Expect

- **Higher Uptime and Reduced Incident Frequency:** Correctly sized and configured UPS and PDUs, coupled with clean installation practices and airflow management, directly reduce unplanned outages and thermal-related failures.
- **Faster Time-to-Value:** PMO-led delivery compresses schedules, coordinates dependencies, and minimizes rework—accelerating benefits realization for relocations, expansions, or refresh programs.
- **Lower Total Cost of Ownership:** Energy-efficient power designs, optimized rack layouts, and cable hygiene reduce operational costs and extend asset life. Standardized methods make future expansions simpler and cheaper.
- **Audit-Ready Compliance and Documentation:** From labelling to test evidence, you receive a complete compliance trail that eases audits and supports safety, operational, and regulatory requirements.
- **Future-Ready Scalability:** Designs anticipate growth—power headroom, space planning, and modular components—so you can scale without disruptive redesigns.

1.6 Addressing the Real-World Constraints

We're candid about the constraints that can affect schedules and cost—because managing them early is what keeps your program on track. Site readiness matters: adequate space, structural load capacity, environmental controls, and pre-provisioned electrical capacity. Access restrictions and maintenance windows must be coordinated.

Custom or high-capacity equipment can carry longer lead times. Our PMO absorbs these variables into the plan, sequencing works and communicating impacts proactively so stakeholders are aligned and the business is protected.

1.7 Why Credibility and Track Record Matter

Selecting a partner for critical power isn't just about who can install equipment—it's about who you can trust to protect the business while doing it. Computacenter's credibility is built on consistent delivery for many global organizations across complex, multi-site programs. Our approach scales beyond a single successful installation: it systematises success into standards, playbooks, and quality gates that achieve the same dependable outcomes at site one and site one-hundred.

That history of delivery—across industries, geographies, and facility types—translates into practical foresight: knowing where projects commonly slip and how to prevent it; understanding how to phase works without jeopardizing operations; and bringing proven communication rhythms that keep leadership informed without overwhelming them.



1.8 The Value of a Dedicated Technical Account Manager

For customers selecting Premium Managed support, a dedicated Technical Account Manager (or infrastructure engineer) becomes the connective tissue between strategy and operations. This role partners with your stakeholders to translate business objectives into a living infrastructure roadmap; reviews incident trends and capacity data; prioritizes remediation and upgrades; and aligns firmware, monitoring, and lifecycle activities so there are no “surprises.” The TAM’s mandate is to help you continuously extract more value and resilience from the installed base.

1.9 Sustainability and Efficiency by Design

Any modern power strategy must consider efficiency, thermal performance, and responsible consumption. By matching UPS capacity to realistic loads, optimizing PDU configurations for balanced phases, and improving airflow discipline through cable management and blanking panels, we help reduce wasted energy and improve PUE-related outcomes. These are not point optimizations; they are design principles woven through our engineering standards and checked during validation and periodic health reviews.

1.10 What You Receive—Clearly Defined Deliverables

- **Design and Planning:** Requirements summary, proposed rack/power architecture, Bill of Materials, and implementation plan.
- **Implementation Artefacts:** As-built drawings, rack elevations, labelling matrices, breaker schedules, and test certificates.
- **Operational Readiness:** Warranty information, maintenance recommendations, and optional runbooks/playbooks for operations.
- **Governance Evidence:** Project plan, change records, RAID logs, and executive dashboards for full traceability.
- **Support On-Ramp:** Clear support tier definitions, response commitments, and contact pathways (including TAM, if applicable).

1.11 A Partnership Engineered for Outcomes

Computacenter brings together the right ingredients—skilled engineers, disciplined PMO, proven logistics, and flexible support—in a single, accountable partner. We don’t treat your environment as a generic install.

We treat it as critical business infrastructure that must be safer, more reliable, easier to operate, and ready for what’s next. That’s why customers choose us to transform critical power within their networks: because the combination of our people, our methods, and our track record consistently converts complexity into confidence.