



LEDG

OPERATIONS &  
MAINTENANCE SERVICES

[www.ledesigngroup.com](http://www.ledesigngroup.com)

# Empowering Our Data Center Clients with Equipment Coverage and Revitalization Support

Leading Edge Design Group (LEDG) specializes in technically complex mission-critical projects. We are strategic partners, thoughtful designers, implementation specialists, and trusted program managers. A certified minority business enterprise (MBE), LEDG has worked with some of the most progressive, high-performing organizations in the private and public sectors since 2007.



At LEDG, we offer a full spectrum of data center services tailored to meet your needs, from initial assessment and strategic planning, all the way through meticulous design, construction, relocation, and commissioning. Additionally, we provide ongoing maintenance contracts and modernization solutions to ensure your data center remains at the forefront of efficiency and reliability throughout the equipment's lifecycle.

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## Services:

1. Equipment Revitalization Services →
2. Modular Battery Replacement Service (MBRS) →
3. Standing Operating Procedures →
4. Audit & Compliance →
5. Equipment Service Contracts →

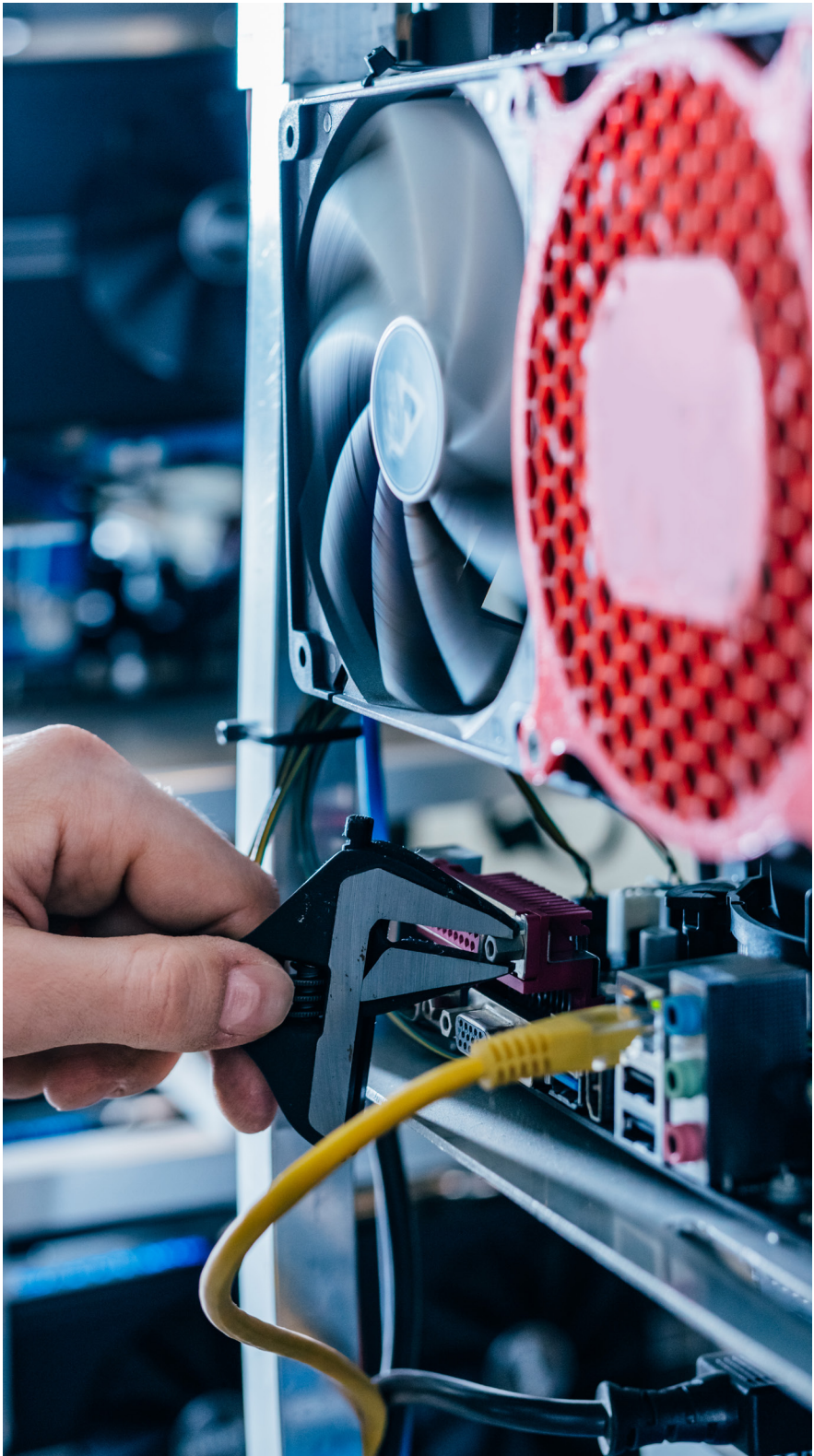




# Equipment Revitalization Services

Data center equipment revitalization services provide the refurbishment and optimization of equipment and infrastructure within a data center environment. These services aim to improve the performance, efficiency, and reliability of data center equipment while extending its lifespan.

- Hardware revitalization involves refreshing UPS system power modules and other inner components to meet increasing demands.
- Lifecycle management ensures equipment revitalization happens to prevent downtime, maintain performance, and optimize costs. This service involves assessing the age and condition of existing equipment and planning for and budgeting for replacements such as UPS batteries and power modules.



## **Modular Battery Replacement Service (MBRS)**

Data centers rely heavily on uninterrupted power supply (UPS) to ensure continuous operations. Modular battery replacements are crucial for power source backup during outages and fluctuations and should be replaced every three to five years. At LEDG, we recognize the significance of holistic data center equipment management. That's why we assist our customers in analyzing the entire lifecycle of their equipment, enabling them to plan, budget for, and procure battery replacements.



# Standing Operating Procedures

LEDG develops standing operating procedures (SOPs) for data center protocols and guidelines to ensure the efficient and secure operation of the facility. While SOPs vary depending on the organization and data center, most include access control, physical security, equipment maintenance, incident response, environmental controls, backup and disaster recovery, documentation, training, vendor management, performance monitoring, and standards compliance such as GDPR, HIPAA, PCI DSS, and others.



# Audit and Compliance

Data center audit and compliance processes assure stakeholders that the data center is operating securely and reliably. Compliance reduces the risk of data breaches and downtime and enhances the trust and confidence of customers and partners that use the data center's services. LEDG evaluates security, reliability, availability, environmental controls, compliance with regulations depending on industry and location, documentation, and inspection of the physical infrastructure.





# Equipment Service Contracts

As a distinguished APC by Schneider Electric Certified Service Sales Partner (CSSP), LEDG delivers comprehensive power and cooling equipment service packages designed to enhance uptime seamlessly and affordably. The plans offer full-service contracts, encompassing technical assistance, proactive maintenance, prompt on-site response as required, and continuous remote monitoring, ensuring your infrastructure operates at peak performance. For organizations managing across many U.S. locations, talk to LEDG about the possibility of consolidating and prorating your assets under one annual maintenance contract.

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## SERVICE PLAN OVERVIEW

	1P Warranty Extension	1P Advantage Plan	On-Site Warranty Extension	Advantage Plus	Advantage Prime	Advantage Ultra	Advantage Max
Tech Support	✓	✓	✓	✓	✓	✓	✓
Annual Preventive Maintenance Visit				✓	✓	✓	✓
Asset and Capacity Management							✓
Next Business Day On-Site Response		✓	✓	✓	✓	✓	✓
Remote Monitoring Service		✓			✓	✓	✓
Priority Access to the Supply Chain	✓	✓	✓	✓	✓	✓	✓
Parts	✓ <small>•Batteries included</small>	✓ <small>•Batteries included</small>	✓	Discount Rates	Discount Rates	✓	✓
Travel & Labor		✓	✓	Standard Rates	✓	✓	✓
EnergySTEP1 Data Center Assessment							✓

- 8 Hour and 4 Hour upgrades are available for on-site response times
- Preventive maintenance visits are scheduled during normal business hours, upgrades are available for after-hours scheduling
- Batteries are not considered parts unless otherwise noted

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