

# Customer Relationship Management

## Dedicated Customer Service and Support Deliver:

- A single point of contact to coordinate and manage all your service needs
- Preventive maintenance scheduling capabilities – anywhere in the world, at any time
- Ongoing communication, from daily service activity to quarterly business reviews and specialized statistical reporting
- Focused follow-up services, proactive action-plan analysis and proven methods of procedure
- Customized, personal attention when you need it most: in the midst of a crisis

## Keep Mission-Critical Components Up and Running – On Your Terms.

At the same time facility managers are under intense pressure to keep their mission-critical equipment up and running with higher-than-ever levels of power-system safety and reliability, they're being asked to lower costs for better bottom-line performance. In addition to managing these conflicting challenges, issues such as changing regulations, technology shifts, hot spots, outdated documentation and the need to manage multiple service providers make it difficult to deliver on day-to-day objectives.

With time and resources being pulled in so many directions at once, it's more vital than ever to have one single source you can turn to for all your service needs, someone who's focused on the unique demands of your business. Emerson Network Power can provide that single source. Our Customer Relationship Managers (CRMs) bring you expertise and an enterprise-wide viewpoint. The result? They can recommend and implement service solutions that are tailored to your requirements.



## Experience, Expertise and Efficiency – from a Single Point

### Your Emerson Network Power Customer Relationship Manager – a Powerful Advocate for Fast, Focused Decisions

Your Emerson Network Power Customer Relationship Manager brings you a unique blend of experience, expertise and efficiency. As the single point for collecting information and insight for your business, your CRM is prepared to make sure your every need is met. That includes developing an implementation plan that documents the entire relationship – and making sure that every action taken is accomplished according to the way you do business.

Our CRMs average more than a decade of in-depth industry experience, including preventive maintenance, on our mission-critical equipment. They not only know our business, but they understand the day-to-day challenges you must deal with as well.



Your personal CRM becomes an advocate within your service organization, a proactive partner who makes sure you have the exact information needed to make better, faster decisions that ensure the highest levels of availability.

The support that your CRM delivers covers a full array of specialized solutions for all your service and maintenance demands, including:

#### ■ Preventive Maintenance Scheduling

Your CRM will work closely with you and your facility's team to plan for all critical space equipment. Even if you're responsible for multiple sites, your CRM will create a calendar that makes sure every piece of equipment receives prompt, accurate attention.

#### ■ Quarterly Business Reviews

At face-to-face meetings, your CRM will provide in-depth reviews of your implementation plan; reports on preventive maintenance completion, service activity, Field Change Notice (FCN) reporting and emergency response-time tracking, and proactive battery and capacitor replacement timelines. The quarterly review also includes a data-integrity check and an action-item follow-up.

## Budgetary Tracking

Your CRM can also help you make informed decisions on budgeting activities, including switching out equipment and forecasting replacement costs.

Site ID	Ticket	Ticket Code	Schedule Date	Completion Date	Tag Number	Model Number	Equipment Description	Warranty Expire
51668	1825349	20	4/28/05	5/2/05	1141264	SS2000W	SITE SCAN	12/20/96
51668	1825349	20	4/28/05	5/2/05	1194167	SS2000	SITE SCAN	10/25/00
51668	1825349	20	4/28/05	5/2/05	1198813	SS2000	SITE SCAN	3/16/96
51668	1770862	20	11/16/04	11/17/04	1135919	USCID30A276502	Optional CABINET	6/6/96
51668	1770862	20	11/16/04	11/17/04	1136396	UDA63750A27H203	600 UPS-L MMS	6/6/96
51668	1770862	24	11/16/04	11/17/04	1136399	UDA63750A27H203	600 UPS-L MMS	10/14/02
51668	1791447	20	10/21/04	10/22/04	1254785	PPA150C315S2889	PPC LARGE	10/14/02
51668	1791447	20	10/21/04	10/22/04	1254786	PPA150C315S2889	PPC LARGE	5/10/02
51668	1794175	20	12/17/04	12/18/04	1136854	XT2LCP-19	BATTERIES	3/16/96
51668	1794175	20	12/17/04	12/18/04	1136854	XT2LCP-19	BATTERIES	4/12/01

## Customized Reports

Whatever the need, your CRM has the resources to prepare and deliver a tailored report on the status of all service activity, response times and cost savings.

## Performance Scorecards

Your Emerson Network Power CRM will also customize a monthly scorecard that you can use to manage the entire account relationship and track activity. The scorecard can cover anything from on-time performance and response times to repairs completed on initial response and percentage of repeat call-outs.

## Follow-Up

Each time you call Emerson Network Power's 24-hour customer response center, your call is immediately escalated to your CRM, so he or she can follow up and ensure that your sites and equipment get the level of attention and response you expect.

## Customized Online Tools

The web-based Customer Service Network (CS.Net) makes it easy for you to directly access key information and view account activity online.

## All the Personal Attention You Need, in One Place

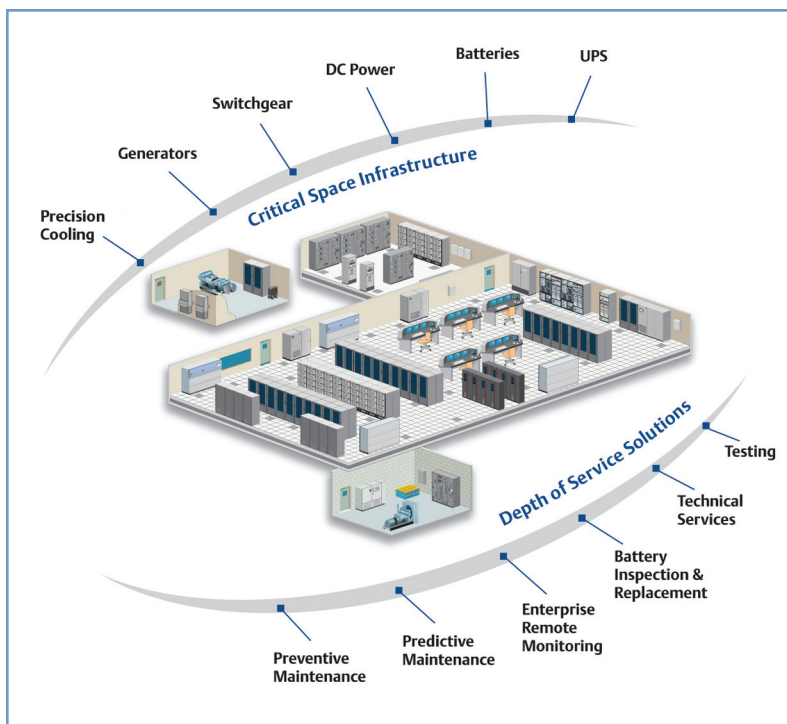
Emerson Network Power offers multi-tiered levels of CRM resource services, depending on your specific requirements for individualized attention. Our services range from sharing a CRM with multiple organizations to having a totally dedicated CRM. Preferred customers, however, have access to a totally dedicated CRM. But whatever tier best fits your needs, all levels of service get customized treatment during a crisis.

## Why Emerson Network Power Services?

Why choose Emerson Network Power as your single source of service and maintenance support? Because we have a 20-year track record of successfully working with companies just like yours to build the world's strongest, most comprehensive service infrastructure. Over those two decades, we have made a significant investment in resources, an investment that today means we can deliver the service, the support and the value you deserve.

Activity Summary January 2007	
<b>Emergency Service</b> Mean time to respond (MTTR)  3 total tickets MTTR 2.25 hours  Average response time on-site was 2 hours and 15 minutes	<b>Corrective Action</b> Cycle time  HVAC            21 days DC plant        3 days UPS battery    4.5 days  95 total corrective action tickets
<b>Preventive Maintenance</b> On-time performance  24 total tickets 24 completed on-time 0 missed or rescheduled	<b>Battery Activity</b>  14 battery recordings 0 readings outside of normal range

# The Largest Service Organization in the World Dedicated to Maximizing Availability of Infrastructure Required for Mission-Critical Systems



- Global Service with Over 2000 Certified OEM Engineers / Technicians
- 2-Hour Mean Time To Respond
- Web-Based Monitoring & Reporting
- 24x7 Customer Response Center
- Global Multi-Tiered New Parts Availability

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- Connectivity
- DC Power
- Embedded Computing
- Embedded Power
- Monitoring
- Outside Plant
- Power Switching & Controls
- Precision Cooling
- Racks & Integrated Cabinets
- **Services**
- Surge Protection

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