

SMARTER **pöwer**
starts HERE

uninterrupted power™

dc group[®]

because power is critical



North America's #1 Independent critical power experts

Uninterruptible power supply. Unstoppable innovation.

From the day we opened our doors, DC Group has focused on one thing: Exceptional uninterruptible power supply (UPS) service and maintenance. Today we're the industry standard-setter for streamlined, cost-effective solutions with savings of more than 25%, a 2.35-hour average on-site response time for the U.S. and Canada, plus 100% job completion and 95% customer renewal rates. From our engineer employees to experienced account managers, DC Group's relentless focus on service has made us North America's go-to for rock-solid reliability in backup power maintenance.

A step ahead. Always. By creating new solutions for this industry, we helped redefine it. We broke new ground with an innovative suite of software solutions that revolutionizes power management. Our PowerTools Suite™ is complimentary with every service contract; it's also the key to our 100% service completion and lightning-fast response time. Flip through to see what else we're up to, then get in touch to take the technology for a test drive.

dc-group.com
1.800.838.7927





[*NOTE: this is the back of the small, "flip-over" divider shown on the previous page. These are shown in subsequent pages as well]

Backing up North America 24/7/365

DC Group provides uninterruptible power supply (UPS) emergency service and maintenance to data centers, hospitals, banks, and military and governmental facilities across the United States and Canada. Find out why so many trust their critical power service to DC Group.



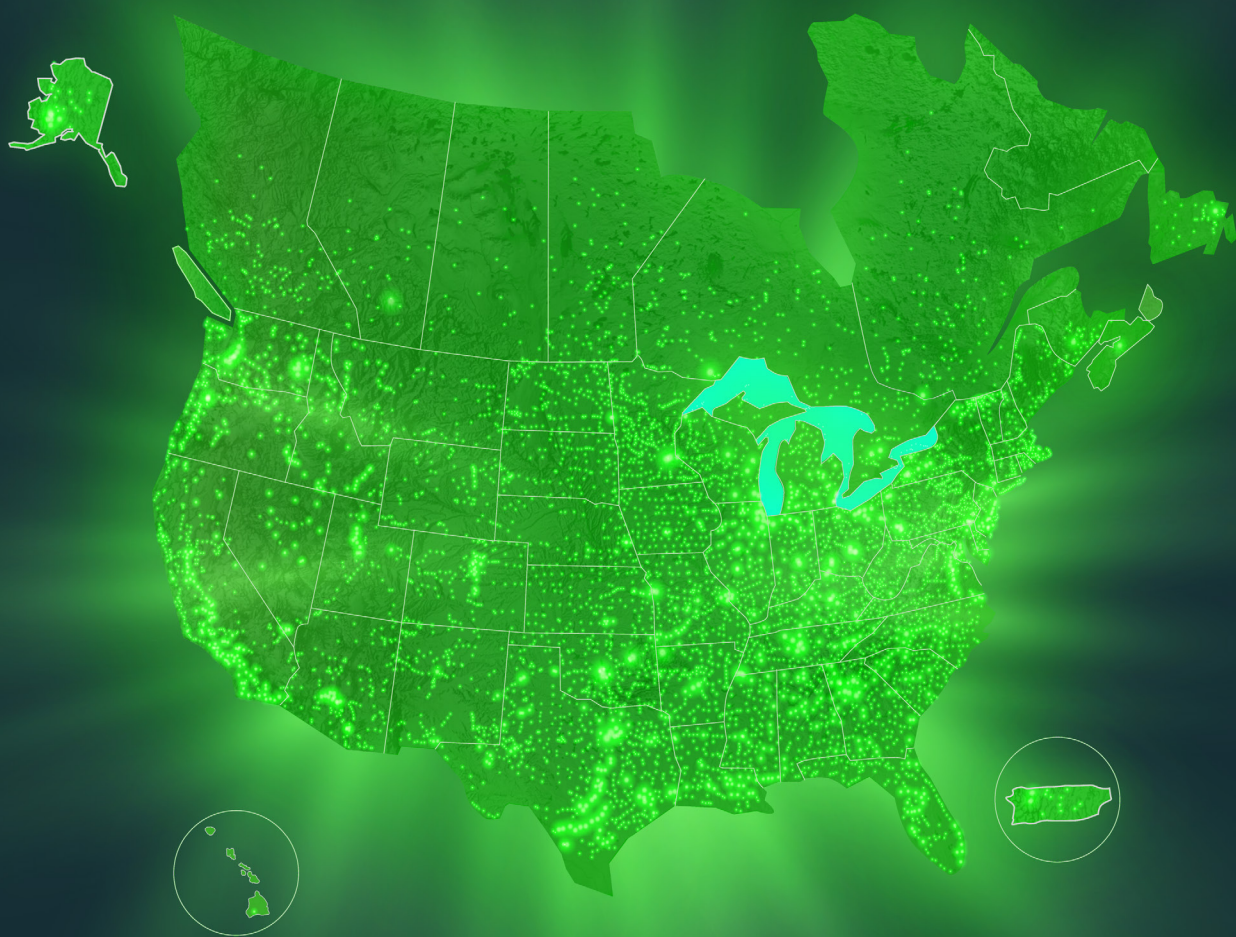
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SERVICE is our obsession



**100% service
completion.**

**We think
that's 100%
awesome.**

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1.800.838.7927**

Service has been the name of the game for DC Group from day one. Here's what you can expect when you make the switch:

Support for all brands of critical power equipment built since the 1980s including Vertiv (Emerson/Liebert), Eaton (Powerware), Schneider Electric (MGE/APC), Mitsubishi, Toshiba, General Electric and others.

Advanced technology. Our revolutionary PowerTools Suite™ lets you manage all your equipment with unprecedented efficiency and ease. The suite comes complimentary with your service contract.

OEM-level service at independent prices. Our advanced SmartKey software gives us comprehensive, OEM-level access to UPS units, saving you time and money. See more on page 9.

Serious know-how. We don't subcontract. All our technicians are employees who know their stuff (and answer to a boss). Field service engineers have a minimum of five years of original equipment manufacturer (OEM) or military UPS experience and receive ongoing training.

24/7 availability, lightning speed. The real scoop on service? Around-the-clock emergency phone support and a 2.35-hour average on-site response time throughout the U.S. and Canada.

The OEM-discontinued specialists. Our extensive parts inventory means we're at your site with the correct components (even discontinued or hard-to-find parts) in record time. It also lets you maximize your original UPS investment by replacing when it makes sense for your budget, not when the OEM discontinues support.

Single-source convenience. DC Group partners with the best for comprehensive generator, HVAC and fire suppression maintenance, plus thermography and remote monitoring of UPS equipment and batteries. You get one-stop convenience for all your equipment needs.

Individualized options. Your business is not like any other business, and your service plan shouldn't be either. We work to establish a budget and schedule that makes the best use of your UPS dollar. Ask about multi-site discounts.

SERVICE is our obsession



100% SERVICE
COMPLETION RATE

SERVICE FOR ALL
UPS MAKES/MODELS BUILT
SINCE THE 1980s

FREE LEADING-EDGE CLIENT
POWER MANAGEMENT
SOFTWARE TOOLS

COMPREHENSIVE OEM-LEVEL
ACCESS AND SERVICE

24/7/365 AVAILABILITY

2.35-HOUR AVERAGE
ON-SITE RESPONSE

MASSIVE PARTS
DISTRIBUTION NETWORK

COORDINATED SERVICE FOR
ONE-STOP CONVENIENCE

INDIVIDUALIZED CONTRACTS
AND SERVICE OPTIONS

MULTI-SITE DISCOUNTS

PROACTIVE SERVICE
FOR SUPERIOR SAVINGS

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the power supply **POWER PROS**



Introducing your personal power team.

Being a standard-setter for service keeps us up at night. Literally. Our call center is on the job 24/7, 365 days of the year. Give us a call any time!

Then there's your dedicated account manager — the touchpoint who manages your proactive maintenance so your equipment runs at peak efficiency. In the case of an emergency event, your account manager is in constant contact with you from dispatch to service report.

Our field service engineers all have a minimum of five years of OEM and/or military UPS experience and carry high-level security clearances for faster service (DOH, DOD, FBI and military clearance). Field service engineers are trained in OSHA safety standards (including NFPA-70E and OSHA 10) and receive additional safety courses for client compliance. Safety is a top priority, and we follow the most stringent protocols in the industry. For example, all field service engineers wear arc flash suits.

All our technical personnel are full employees of DC Group. We never subcontract and it shows. By investing in our people we've come to set the standard for exceptional service, proactive account management and technical know-how. That's the power team you have on your side when you work with DC Group.

We're here for you around the clock! Call us at **1.800.838.7927** 24/7/365 or visit **dc-group.com**

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the power supp **POWER PROS**



24/7/365 CALL CENTER AND
EMERGENCY SERVICE

DEDICATED PERSONAL
ACCOUNT MANAGER

FIELD-TESTED, EXPERIENCED
EMPLOYEE ENGINEERS

ONGOING ENGINEER
TRAINING AT OUR
STATE-OF-THE-ART
TRAINING FACILITY

A TEAM OF INNOVATORS
BRINGING YOU
GAME-CHANGING
TECHNOLOGY

THE OEM-DISCONTINUED
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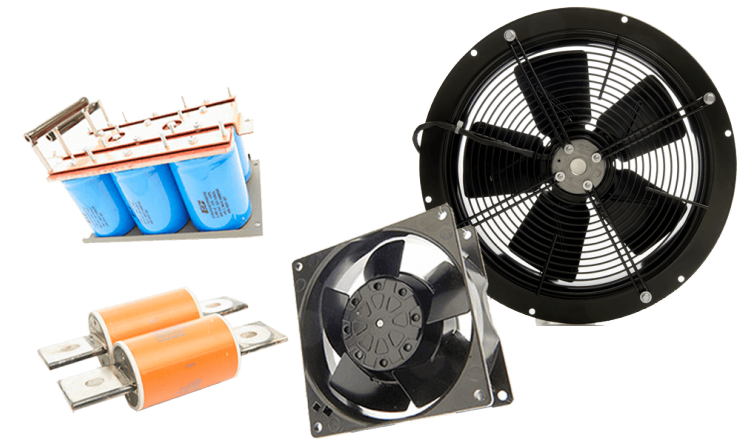
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the clock! Call us at
1.800.838.7927 24/7/365
or visit **dc-group.com**





Replace
when
you want,
not when
the OEM
discontinues.

PARTS power



We built an on-site warehouse and an extensive North American parts network so we could be at your site with the correct part in record time. Today DC Group has the largest and most complete parts inventory of any company in the industry, with access to well over 1 million UPS components — including hard-to-find and discontinued parts. When you have an emergency, we're able to get parts to our engineers at your site within an average of just 2.35 hours.

Our robust parts inventory lets us maintain any type of UPS unit built since the 1980s. For our clients, this means maximizing your backup power investment by keeping older equipment running longer and at peak efficiency. It also means replacing UPS units when it makes the most sense for your budget — not when the OEM discontinues support.

Small parts can make a huge difference. Proactive maintenance with the correct parts by experienced engineers protects you from downtime and keeps your equipment running at peak efficiency for lower utility bills and other cost savings. Give us a call to talk about how you can save with proactive planning or visit dc-group.com.

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MORE THAN 1 MILLION
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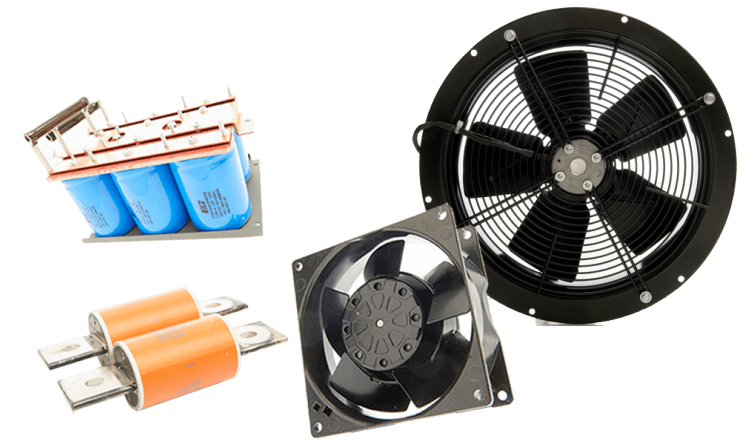
PARTS ON HAND =
FASTER ON-SITE
RESPONSE TIMES

MAXIMIZE YOUR
INVESTMENT: MAINTAIN
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REPLACE WHEN YOU
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PROACTIVE PARTS
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power management SOFTWARE

Every day our proprietary software is revolutionizing the way people manage their uninterruptible power supply (UPS) equipment. It's also redefining possibilities in the critical power industry.

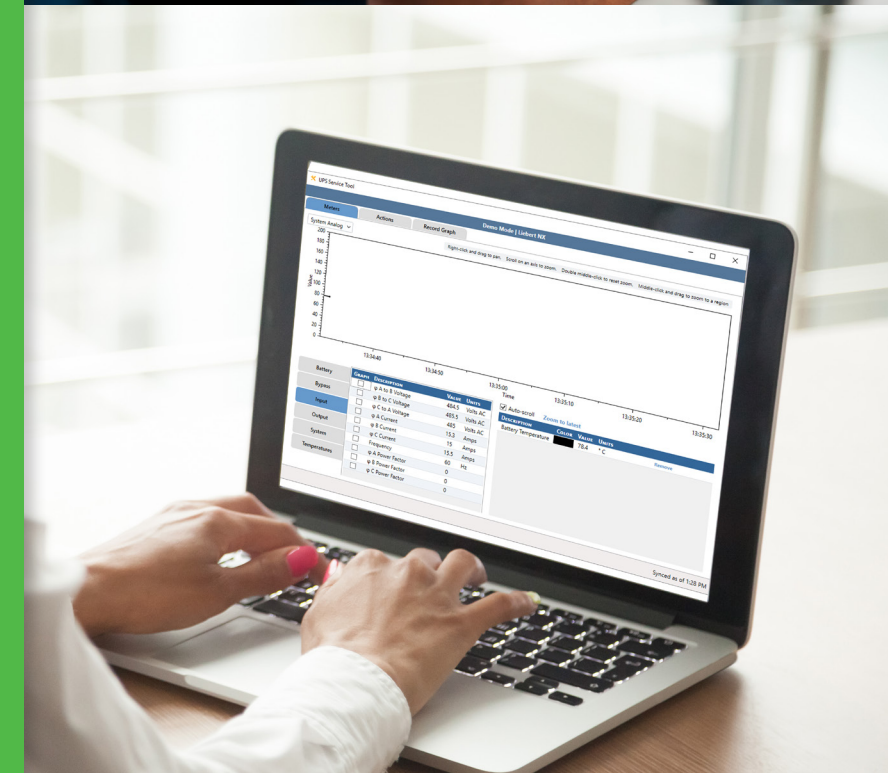
We developed each software tool out of a need to move the industry forward. First, we wanted to go beyond the flat service report and create an interactive way to store and analyze critical power maintenance data. So we built D-Tech. For the first time, maintenance reporting went from a static PDF or web page to a robust, interactive database that could be searched, analyzed, synthesized into a report and much more (see the next page for details on D-Tech). Next, we needed a remote monitoring solution that addressed the growing need for security. Because new UPS equipment is software-driven, it's also vulnerable to hacking. When we couldn't find a secure remote monitoring solution, we made one. Site Sentry is the only completely secure, firewall-friendly remote monitoring software available today.

Built for this industry. Changing this industry. In addition to the need for security created by newer, software-driven units, there's also the issue of software access. Waiting for OEM support to provide this access can lead to costly downtime and extra charges. SmartKey lets DC Group engineers service any equipment at the OEM level. We're the only independent that has this level of access, and it means you get OEM-level service at independent prices.



Turn the page to find out more about D-Tech, Site Sentry and SmartKey. Then contact us with your questions or see our video at dc-group.com/discoverpowertools.

Technology
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changing
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power manage SOFTWARE

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THE POWERTOOLS SUITE™:
COMPLIMENTARY SOFTWARE
THAT MAKES YOUR JOB EASIER

THE MOST EXTENSIVE
POWER MANAGEMENT
SOFTWARE ANYWHERE

DEVELOPED FROM YEARS
OF INDUSTRY RESEARCH
AND INTERVIEWS WITH
FACILITY MANAGERS,
I.T. PROFESSIONALS
AND OTHERS

FULLY MOBILE FRIENDLY

EXCLUSIVELY FOR
DC GROUP CLIENTS

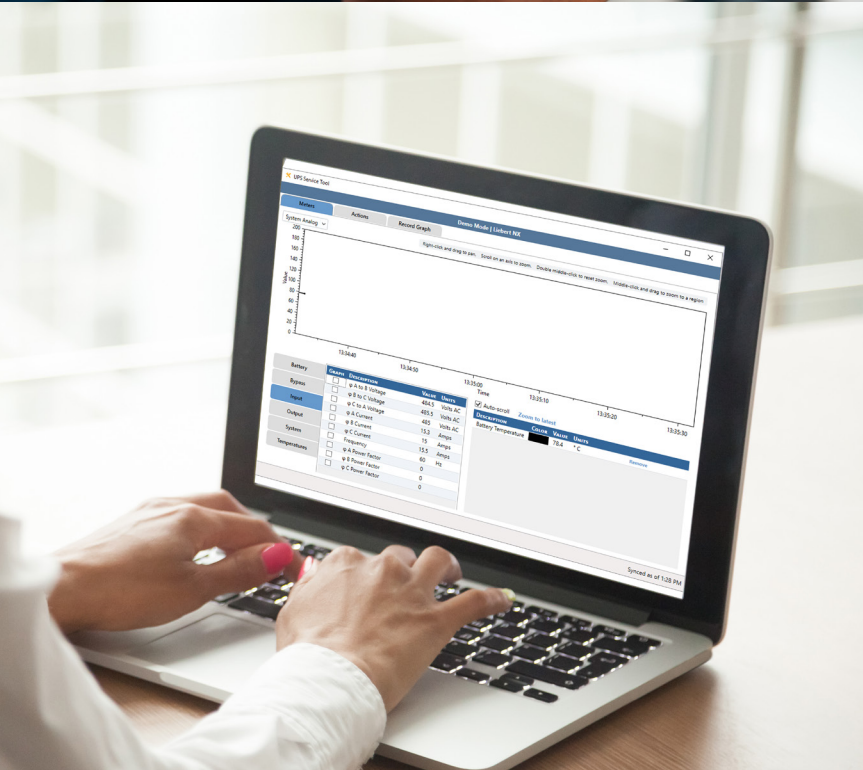
D-Tech™ Advanced Asset Management Software



Site Sentry™: Secure UPS Monitoring Software



SmartKey™: DC Group Engineer Service Software



After maintenance or emergency service, most companies send you a PDF or a flat web-based report. You can't do much with all that valuable critical power data except file it. With D-Tech we take all your critical power data and organize it in an intuitive database. You can create reports, discover trends, analyze events, create budgets and plan out to 10 years into the future. D-Tech provides key data that helps you find opportunities and efficiencies. It sends immediate "snapshot" updates after service visits and stores all your data for seven years.

D-Tech is also the only reporting system that's accessed at three points: by the client, the DC Group account manager, and the engineer. This means seamless communication, increased transparency and 100% service completion. D-Tech is available in a robust full-function app for easy mobile management.

Service Checks: Check your engineer updates, quotes for service and root cause analysis. Snapshot updates are sent on the spot after each service call.

Reporting: No more wading through endless service reports. D-Tech lets you filter, summarize and create custom reports. Your data is all easily downloadable into an Excel spreadsheet or other format.

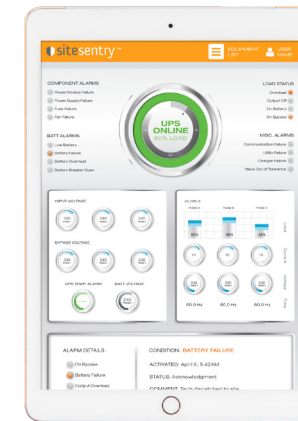
Trending: Equipment trending shows the voltages at the time of each service visit and creates a trend line. You can see how your voltages compare over time to predict peak usage and other patterns.

Search: Use the search function to get an update on the most specific piece of equipment or entire sites.

Proactive Maintenance: The special UPS consumables screen shows commonly replaced UPS components for easy scheduling and planning out to 10 years into the future. Your account manager uses D-Tech to keep you on a proactive track.



the Powertools suite



Site Sentry™ is the only completely secure remote monitoring solution in the industry. Standing guard 24/7/365, Site Sentry provides vital data at the device or site level and alerts you by text, email or phone if there's an issue with any equipment.

Site Sentry encrypts and authenticates all data (the same protocol used by banks). It also bypasses your firewall with a proxy agent to protect firewall integrity.

Get secure real-time stats on the health of your UPS units in a single intuitive interface. Monitor unlimited units any time, in any location.



SmartKey™ represents a quiet revolution in the industry. It gives our engineers unprecedented access to the "operating system" of UPS units. This makes us the only ones able to offer OEM-level service at independent prices. You're up and running in record time, skipping downtime and additional OEM costs.

SmartKey is a complete diagnostic and troubleshooting solution. We can adjust firmware, change parameters, clear alarms, find out root causes of issues and much more.

SmartKey works with any software-driven make or model of UPS unit.

After maintenance or emergency service, most companies file a web-based report. You can't do much with all that valuable data except file it. With D-Tech we take all your critical power data and store it in an intuitive database. You can create reports, discover trends, allocate budgets and plan out to 10 years into the future. D-Tech helps you find opportunities and efficiencies. It sends immediate updates after service visits and stores all your data for secure access.

D-Tech is also the only reporting system that's accessible from a mobile device. It's the DC Group account manager, the engineer's communication, increased transparency and 100% service available in a robust full-function app for easy mobile management.

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THE POWERTOOLS SUITE™:
D-TECH™, SITE SENTRY™
AND SMARTKEY™

COMPLIMENTARY WITH
YOUR DC GROUP
MAINTENANCE CONTRACT

FULLY INTERACTIVE
REPORTING DATABASE THAT
STORES ALL MAINTENANCE
DATA FOR 7 YEARS

THE INDUSTRY'S ONLY
100% SECURE REMOTE
MONITORING SOLUTION
FOR UPS EQUIPMENT

OEM-LEVEL
ACCESS TO ALL
SOFTWARE-DRIVEN
UPS UNITS

SEE DETAILED DEMOS
OF THE SOFTWARE AT
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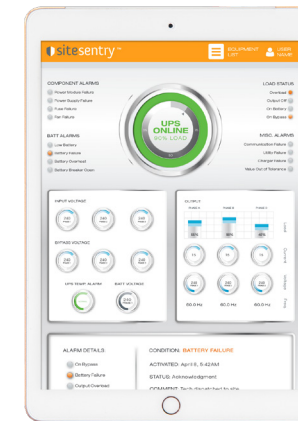


powertools suite™
Advanced software for proactive power management

Site Sentry™

Real-time readings on:

- Load protected status
- Percent load on UPS
- Loads balanced
- Inverter component failures
- Battery failures
- Battery capacity
- UPS temperature alarms
- Input and output voltages
- Alarm response status updates and progress comments
- Other custom diagnostics results and alarms



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SmartKey™

- Program and calibrate all adjustable parameters
- Configure all circuit boards
- Back up and restore control logic
- Clear and reset all alarms
- Configure battery setup parameters, number of strings, cells/string etc.
- Enable or disable battery options
- Configure the UPS reaction to building alarm inputs and set custom messages for all building alarms
- Enable or disable general UPS equipment options

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**2.35-HOUR AVERAGE EMERGENCY RESPONSE TIME,
24/7/365 SERVICE IN THE U.S. AND CANADA**

**SINGLE-SOURCE CONVENIENCE FOR SERVICING ALL
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THE 1980S**

OEM-LEVEL ACCESS AND SERVICE

**INNOVATIVE COMPLIMENTARY CLIENT SOFTWARE
TOOLS FOR UNPRECEDENTED EFFICIENCY AND
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DEDICATED ACCOUNT MANAGERS

EXPERIENCED ENGINEER EMPLOYEES

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**MULTI-SITE DISCOUNTS AND INDIVIDUALIZED
SERVICE PLANS**

HISTORICALLY 25% — 50% LOWER PRICING



Use advanced technology to your advantage.

Downtime equals dollars, plain and simple. In a world that's on the move 24/7/365, rock-solid, reliable power is not optional. It's your competitive edge, and it's our competitive edge. Our services have been shown to significantly reduce costs for our customers, and they reward us with their loyalty year after year. Get in touch for a no-obligation conversation or PowerTools Suite™ demo. Join us at the leading edge of power management.

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