



DC GROUP The OEM Alternative	Original Equipment Manufacturers (OEM)	3rd Party Providers
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24/7/365 Uninterruptible Power Supply (UPS) Service

<p>Full-time field service engineers (FSEs) with a minimum of 7 years industry-related expertise and experience on all UPS and related power equipment. More than 50% have a military background. All FSEs have access to rigorous continued training and safety programs while being supported through various technical resources.</p>	<p>Full-time field service engineers with experience on manufacturer-related equipment only.</p>	<p>Field service engineers may be subcontractors and not full-time employees.</p>
<p>Motivated to keep equipment running rather than repairing equipment as it breaks via an industry-leading collection of new and discontinued parts. This allows clients to maximize their ROI on all equipment.</p>	<p>Motivated to sell new equipment and related services while discontinuing support on equipment that has not provided an extended ROI.</p>	<p>Motivated to sell new equipment and related services while discontinuing support on equipment that has not provided an extended ROI.</p>
<p>Established in 1991 as a family-owned, single-source service provider that supports all UPS and related power equipment; focused on providing high-quality services, asset management and support with affordable, flexible, custom plans. Largest single-source provider in North America and largest single-source provider fleet of OEM-trained or OEM-level FSEs.</p>	<p>Established as corporations that focus on manufacturing, have minimal flexibility and are accountable to shareholders.</p>	<p>Established as single-source service providers that focus on sales, acquisitions and mergers.</p>
<p>Nationwide support throughout the United States and Canada (1.800.838.7927) with a 100% service completion commitment and average emergency response time of 2.3 hours. Full coverage and repair of end-of-life (EOL) equipment (Eaton 9315, 9330; MGE EPS6000/7000/8000, Galaxy, Silcon; Vertiv/Liebert 600, 610, AP300, NPower).</p>	<p>Nationwide support throughout the United States and Canada via various numbers with priority placed on high-value clients. Partial or no coverage/repair of EOL equipment (Eaton 9315, 9330; MGE EPS6000/7000/8000, Galaxy, Silcon; Vertiv/Liebert 600, 610, AP300, NPower).</p>	<p>Full coverage and repair of end-of-life (EOL) equipment (Eaton 9315, 9330; MGE EPS6000/7000/8000, Galaxy, Silcon; Vertiv/Liebert 600, 610, AP300, NPower).</p>

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Parts		
North America's largest supplier of components that support new, aging and EOL equipment. This components network is supported by nationwide warehouses designed for same-day shipments/pickups. Warehouses include multi-level repair, testing and diagnostic centers to assist in the support of EOL equipment and root cause analysis.	Regionalized stock of components to support new equipment. Limited access to aging and discontinued parts. Not designed for same-day shipments/pickups or to support EOL equipment.	Limited headquarters stock of components to support equipment. Limited access to aging parts and discontinued parts. Not designed for same-day shipments/pickups or to support EOL equipment.
Proprietary Software		
D-Tech™ is an interactive, state-of-the-art asset management tool that was specifically developed as a functional online database/portal for the UPS industry. It intuitively interacts via a smartphone application used by the field service team and client for mobile reviews/updates, eliminating the need for a browser connection.	Static online portal with limited information and interactivity. No smartphone application available.	Static online portal with limited information and interactivity. No smartphone application available.
Site Sentry™ is an advanced remote monitoring tool that was built on a secure encrypted application with authentication requirements based on banking standards. It does not need to go through a facility's firewall. Site Sentry supports all manufacturers on a single platform.	In-house remote monitoring built on applications that will need to go through a facility's firewall. OEMs can only support their specific equipment on their platform.	No remote monitoring available.
SmartKey™ is DC Group's exclusive proprietary service tool that interfaces with Eaton (Powerware), Vertiv (Liebert) and Schneider Electric (MGE) equipment. It provides DC Group access to the unit's operating system so that critical operational parameters can be backed up, restored and adjusted.	Service tool communicates only with the manufacturer's equipment, not multiple manufacturer's systems.	No service tool available; must call in OEM for support.

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