

Coromatic

Operations
Secured**24/7**

Coromatic Operations

We manage the operation
of your mission critical sites

**Coromatic**



Hospitals



Head offices

Full access and competence 24/7

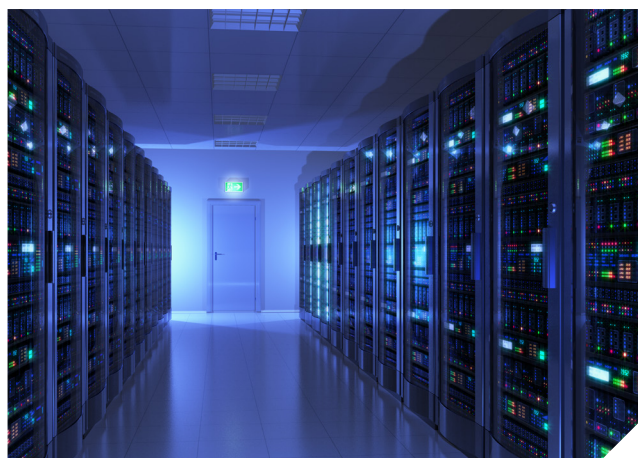
- 24/7 service desk with incident response team
- Local and Nordic reach
- Qualified and certified technicians
- Customers can focus on their core business while we take care of their critical facilities

Quality, security and reliability

- Transparent customer satisfaction reporting (c-NPS)
- Quality and environmental Management Systems (ISO 9001 and ISO 14001)
- Security clearance for employees and Security Management System (ISO 27001)
- Code of Conduct (UN Global Compact) and Whistleblowing service



Power plants



Data centers

We manage the operation of your mission critical sites

Stable power supply and data communication play a crucial role in maintaining the functionality of almost any of today's organizations. In our digitalized world, there is no room for power failures or disruption in data communication in the ongoing operation. As a non-core business for most organizations, the operation of critical sites imposes heavy demands and can be costly, still these sites are mission critical for the entire business. Coromatic has a service portfolio which can relieve this business pain and take responsibility for the ongoing operation of mission-critical sites and make sure that they operate at peak functionality 24/7.

Resilient operation of mission-critical sites is in our DNA

All mission-critical sites are judged by their ability to provide continuous functionality to the organization. Increasingly, companies, hospitals and other critical functions in society are investing both money and resources in preventing failures by using emergency power, cooling, redundant datacenters etc. However, if these sites are not running with the right operational processes, proper documentation and trained staff, investments can be wasted.

As the leading provider of critical facilities solutions, ensuring long term resilient operations for our customers' mission-critical sites is a top priority for us and a core component of our business. Whether the mission-critical site is a connected workplace, such as a bank or a head office, a hospital's secured provisioning of continuous power and cooling, or a data center, Coromatic can be your partner and take responsibility for the operations of the site with our dedicated team of professionals.

Thorough process – analyze, act, sustain

Our process, which is based on standards developed by the Swedish Civil Contingency Agency, always starts with a thorough analysis of the mission-critical infrastructure, including its current status, the risk associated with it, and the business impact caused by a shortfall in availability.

Three layers of operation services

Regardless of whether the site is new or if it is an existing mission-critical function, Coromatic offers a number of dedicated operational services. With industry standard processes and best practices, we make sure that the transition of site operations is smooth and seamless with minimized risk to stakeholders that rely on the sites.

SITE MANAGEMENT

With Site Management, your organization outsources the site management function to Coromatic. Coromatic assumes responsibility to represent your organization in all aspects of securing the site – incident management, performance reporting and site capacity management, as well as budgeting and lifecycle management for the entire mission-critical site or function. Through the use of agreed service levels and penalties, the customer stays in control. This operations alternative gives the customer better financial forecasting, technical risk reduction and ongoing control of maintenance and other on-site services.



Coromatic ensures that organizations can keep their business operations running without disruption. As the leading provider of Critical Facilities Solutions, such as data centers, we safeguard power and data communication supply.

Elements included in Coromatic site management

- Incident Management
- Team and Suppliers
- Lifecycle Management incl. Warranty
- Work Orders and Project Management
- Compliance Management
- Service Level Management
- Optimization and Automation
- Document Management
- Site Monitoring and Reporting
- Capacity Management

Elements included in Coromatic site operations

- Site Management
- On-Site Services
- SLA based commitment with penalties
- No key person dependency
- Performance and cost transparency
- Key Performance indicators
- Renewable Energy Factor and PUE

SITE OPERATIONS

With Site Operations Coromatic provides not only site management, but also takes full control and responsibility for the on-site services.

Coromatic's certified staff are responsible for the day-to-day services performed on site, ranging from planned and corrective maintenance to compliance audits or any other services required. Through the use of agreed service levels and penalties, the customer stays in control.

Coromatic takes responsibility for all services performed on site to optimize the site functionality instead of just running it at the lowest possible cost – this extends the lifecycle of the site while ensuring that the site is up to industry standards and meets the stakeholder requirements.

Site Operations enables customers to focus on their core business and there is therefore no need to employ any technical persons for the mission-critical site.

CRITICAL FACILITIES AS-A-SERVICE

Some investments by businesses in highly modern critical infrastructure solutions may represent a financial and operational risk. To address these challenges, Coromatic has developed a comprehensive Critical Facilities as-a-Service offering. Coromatic takes over the operational risk for the site by providing the functionality of the site with a service level agreement where penalties are based on minimized down-time with increasing penalties until the site functionality is restored.

We make sure the site functionality is protected from unplanned disruptions and make all the necessary investments to ensure no surprise in lifecycle costs. If the site infrastructure breaks down, needs maintenance or must be replaced, this cost is borne by Coromatic.

There are also financial opportunities for your organization. When Coromatic provides the mission critical site as a function, it means you avoid the need for large upfront investments. Instead you pay the pre-agreed service fees that are based on the capacity levels for the site.

This model allows you the flexibility to meet changing business needs while being able to budget without surprises for the next 10 years.

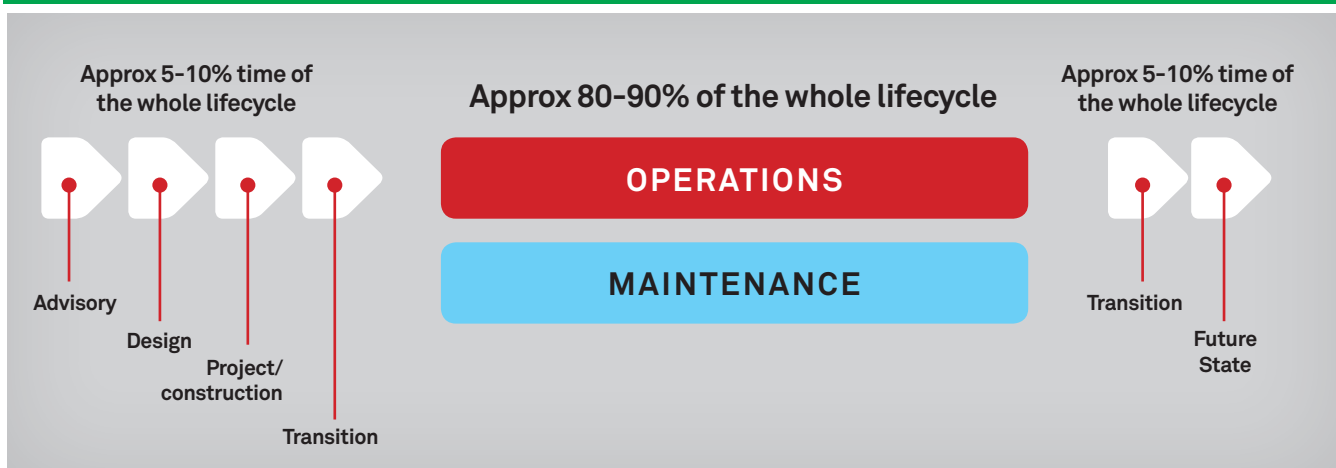
Elements included in Coromatic as-a-Service

- 24/7 responsibility for site functionality
- Functional SLAs (% uptime with penalties)
- No asset risks for customer
- Lowered operating risks & energy costs

Site Operations enables customers to focus on their core business and there is therefore no need to employ any technical persons for the mission-critical site.

The Critical Facilities lifecycle

CF lifecycle 10-30 years



Providing a global data center exclusively tailored to our needs and delivering it with pre-agreed capacity-based fees for the coming 10 years made us choose Coromatic.

Executive at International Financial Institution



Find more information on **coromatic.com**

Over **500** employees

Number **1** in the Nordics

Delivery to more than **50%** of the largest Nordic corporations

More than **1,000** critical facilities projects delivered

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