



Rita Vannoy
Account Rep
Emerson Network Power
Liebert Associates

T (614) 841-6634
F (614) 841-2750
rita.vannoy@emerson.com

Wednesday, December 14, 2011

Lori LeClair
City of Columbus
1111 E. Broad Street
Columbus, OH 43229

Re: City of Columbus Liebert Service Contract

This letter is in reference to Liebert Services being a maintenance provider for your Liebert computer support equipment.

Liebert Corporation has invested in the very best to create the strongest support available for all its equipment. **Liebert Services, the service division, is the only factory authorized service available** for the UPS, Power Distribution, and Site Monitoring products. Liebert Services has been operating for 18 years and is dedicated to giving you the quality service that is necessary to maintain equipment as per the specifications set by the factory. Liebert Services has placed resources close to the Customer for one simple reason.....top performance.

In fact, Liebert Services has more technical experts and support personnel close to the Customer than anyone in the industry, with over 450 associates surrounding 80 major cities across the US. A Regional Manager, Territory Supervisor, and several Customer Engineers (CEs) are often in the same metropolitan area. And when needed, Liebert Services will add new personnel to help meet Customer requirements

Liebert Services technical experts are your only choice for factory service on Liebert and Emerson products and there is a wide range of services available, including emergency maintenance, Start Up, preventative maintenance, battery management, service/project management, and Customer training.

Liebert Services also offers a toll-free Customer response line for quick solutions to Customer questions and problems, as well as an immediate access to the details and history on every Liebert/Emerson product. Liebert Services local experts usually respond to your call within 15 minutes, getting a feel for the problem, proposing an initial solution, and making sure someone is at your site within 4 hours. Contract customers are guaranteed 4 hr onsite response.

All Liebert Services Customer Engineers are factory trained so they literally know Liebert and Emerson equipment "inside and out". Because there's no better training than factory training, these specialists have access to up-to-the-minute technical information, as well as proprietary diagrams, on all UPS, battery, power and site products. Additionally, these CEs can walk down the hall and speak face to face with the people who actually designed and built the product.

Liebert Services provides its people with the latest technical information, including the successful use of "Tech Tip" and "Safety Tip" troubleshooting procedures. In addition, when field modifications are needed, these CEs are trained to accurately update all qualifying systems.

Liebert Services also backs up its Customers with a significant investment in parts for Liebert and Emerson products. An automated tracking system can be accessed by Parts Coordinators to quickly locate parts from various local, regional, and national stocking locations in guaranteed response times. In addition, the Liebert Services National Technical Assistance Group is a team of experts ready to support the field with technical assistance either over the phone or by coming directly to the Customer site, 24 x 7 x 365.

Even though Liebert Corporation manufactures the equipment, we cannot stop third party from offering service. If a contract is held with a third party and a critical situation arises where Liebert Services is called to the site, the work performed will be billed back to the end user and not the third party. Because Liebert Corporation is a sole-source manufacturer/service provider, we do not support third party organizations with technical back-up or guarantee parts availability.

If you require any further information regarding this matter, please contact me at 614-841-6634. We look forward to servicing you in the future.

Thank You,



Rita Vannoy

Account Representative

Emerson Network Power – Liebert Services