



## NX Global Services

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NX Global Services offers an intelligent data-centric, customer-first approach to solar tracker and energy storage system support for asset owners, operators and EPCs. With regional global offices ready to support, our team has installed and operated gigawatts of projects around the world and has a proven track record of managing the health and well-being of our customers' assets and maximizing their financial returns, from project start-up through the operational lifetime of the system.

### **End-to-End Service and Support**

Our services run the gamut from the beginning of the presale engineering work, to construction support and project management, then onto plant commissioning, and eventually to operations and maintenance and asset management. NEXTracker's upfront team designs the tracker and storage system layouts, evaluates soil, topography, wind and other attributes, and then transitions the process to our sales support team before it moves onto project management. The project management group works with the customer and demonstrates how our tracker and storage systems operate. Depending on each contract and once the plant is commissioned and generating or storing energy, NEXTracker's services and software teams can continue to manage the assets and keep the systems running at peak performance levels.

### **Smart Data Analysis and Monitoring**

As part of the NX Data Hub, NEXTracker's intelligent cloud-based Digital O&M™ software provides real-time and historical data analysis, monitoring of row-specific tracker angles, controller and battery health, motor and slew gear metrics, and energy storage system performance. Our data acquisition and analysis play a critical role in designing for reliability from the ground up and managing quality through installation and commissioning, and over the lifetime of the systems via Digital O&M. NEXTracker's cybersecure data hub continuously monitors the health and performance of our individual tracker and energy storage components as well as overall system operation—from the quality components we source to our expert field service technicians—we can help you quickly address any issue that may arise.

# Truly Global Reach

We have dedicated service and technical support centers and parts warehouses, staffed by experienced local experts, located in the U.S., Australia, India, Latin America and Europe. This regionalized service capability lets us quickly respond to any technical request for our trackers and energy storage systems in most key markets. Our global footprint reflects the strength of our parent company, Flex. With its strong financial support and more than 200,000 employees working around the globe, Flex brings us strong local market knowledge and tremendous reach.

## Real Value and Peace of Mind

Through the use of remote diagnostics and proactive data analytics, NX Global Services helps asset owners move beyond the reactive failure mode and maintenance models of the past and enhance the value of their investments. Our intelligent performance engineering approach reduces downtime, improves availability, and increases the productivity of their solar and storage assets. By extending asset life and reducing unnecessary maintenance calls, we provide our customers peace of mind and help them focus on financial returns.



“Mortenson and NEXTracker have successfully collaborated on six projects, from small jobs to over 300 MW systems.

We are delighted with NEXTracker’s quality, responsiveness and on-time delivery.”

- Trent Mostaert, Vice President and General Manager, Mortenson Solar and Emerging Renewables

**From initial planning to installation to start-up and beyond, NX Global Services supports asset owners and EPCs every step of the way.**

## Services for NX Trackers and Storage Equipment

### Services Prior to Equipment Sale:

- Design and engineering support
- Site inspection and feedback to project stakeholders
- Installation and commissioning support
- Production enhancement programs like TrueCapture™

### Services Post Equipment Sale:

- Training to perform installation, commissioning, and maintenance
  - PowerworX™ training at our global offices
  - NX Training at your site for ten or more technicians
- Digital O&M™
  - NX On-Sun Programs assuring tracker systems perform within a set tolerance of a target angle
  - Data connectivity, monitoring and alerts, analytics and reporting
- Production enhancement programs
  - TrueCapture™ control system
  - NX StageStow
- Long-term service agreements
- Extended warranties

Pictured on the front is NEXTracker Asset Performance Manager, Arathi Gopinath, whose team uses sophisticated data science methodologies to maximize tracker utilization and performance.