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 cybersecurity 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.

NX Global Services
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.
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.