



EnCompass™ Agreements

Driving energy excellence together

EnCompass™ Agreements - Portfolio



Assess & Secure

As grid experts, we offer insight on existing assets, advise on best practices, and assess investment plans to improve the outlook of returns.



Train & Develop

We deliver training on our products & systems, supporting customers in the life-cycle management of their investments.



Parts & Maintain

We help customers sustainably run their operations by ensuring the reliability of the electrical grid and its elements.

EnCompass™ Agreements - Benefits



Exclusive 24/7 premium access to our industry-leading expertise and insights, empowering you to make informed pathway choices



Designed with maximum flexibility to deliver your customized program to meet/exceed your energy system requirements



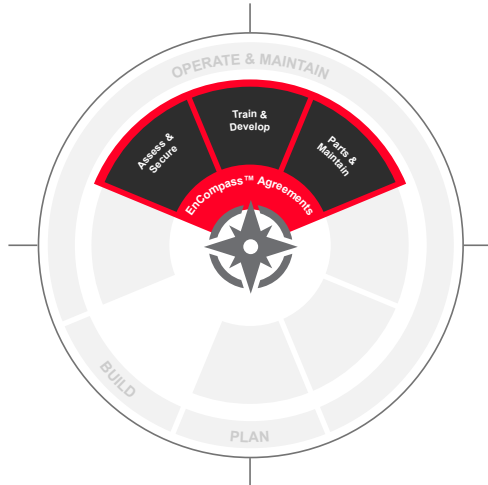
Creates easier & faster access to our vast service portfolio of integrated and scalable services across Hitachi Energy, driving your increased productivity



Continually leveraging our expertise in technology, sustainability, and resilience to realize your energy system of the future



We have the same goal – Your Success



Superior life-cycle performance

Our EnCompass™ Agreements pave the way for sustainable and resilient end-to-end support, covering products, and systems, and accessing specialized services tailored to your needs

EnCompass™ Frame

When time is critical, EnCompass Frame is your vehicle for faster and easier access to services you need now.



Benefits

- Accelerated response
- Simplified administration
- Financial security
- Established point of contact
- Continuous technical assistance

EnCompass™ Service

Your agreement of choice to ensure that your energy system performance requirements are fulfilled now and in the future.



Benefits

-  EnCompass™ Frame benefits
- Priority expert assistance
- Established On-Site Response
- Single point of contract management
- Customizable services

Components

Easy contracting and procurement

<p>Terms & Conditions</p> <p>A pre-agreed framework ensuring all our transactions run smoothly and swiftly, with no surprises.</p>	<p>Rates & Pricebook</p> <p>Get access to clear, fixed hourly rates for any additional services, providing transparency</p>
<p>Contract Manager</p> <p>A dedicated expert is assigned to manage all your service agreement needs, ensuring personalized and efficient interactions.</p>	<p>Round-the-clock access to expert support</p> <p>24/7 Customer Connect Center</p> <p>Anytime access to our expert tech support team. Each request gets a unique reference for easy follow-up and quick resolution.</p>

Components

 EnCompass™ Frame Agreement components

<p>On-Site Assistance</p> <p>When you need us in person, our Hitachi Energy Technicians deliver fast on-site help. Costs are transparent, based on service</p>	<p>Technical Remote Support</p> <p>Benefit from immediate, professional help through phone or AR tools. Our yearly 'hour bank' gives free support, ensuring swift</p>	
<p>Shopping Cart of Additional Included Services</p> <p>Flexibility is key. Choose additional services during your agreement period. Enjoy the freedom of choice with the assurance of stable pricing.</p>		
 <p>Assess & Secure</p>	 <p>Train & Develop</p>	 <p>Parts & Maintain</p>



Assess & Secure

Asset management services (i.e. RelCare™ - A tailored, long-term partnership that reinforces system reliability)

Condition assessment and planning for your assets

Cybersecurity assessment and management

EconIQ™ Implementation - To analyze the environmental impact of maintenance activities and projects

Site audit for substation system or specific assets

TXpert™ Ecosystem - For digitalization of transformers and data driven intelligence and decision making

Routine and specialized testing, non-destructive testing to validate the asset health

.... additional customizable service offerings available



Train & Develop

Cybersecurity consulting

Supplemental expertise to strengthen your internal / apprenticeship programs

Classroom, On-Site, or virtual training programs

HSE / Electric safety trainings

Continued staff development through real-time virtual (AR) tools connecting your staff with our experts

Protection and control system training program

Energy portfolio management consulting

.... additional customizable service offerings available



Parts & Maintain

Critical spare parts and inventory management programs

Established field service response time

Tailored and enhanced cybersecurity measures and responsiveness

Tailored sustainability solutions designed to surpass your maintenance requirements and environmental goals

Premium access to 24/7 Technical expertise

Tailor-made substation / asset maintenance offerings to match your programs

Full range of On-Site corrective services (basic to complex)

.... additional customizable service offerings available

Customize your agreement with Hitachi Energy extensive service offerings. Your agreement of choice to ensure that your energy system performance requirements are fulfilled now and in the future.