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
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

Components

Terms & Conditions
A pre-agreed framework ensuring all our transactions run smoothly and swiftly, with no surprises.

Rates & Pricebook
Get access to clear, fixed hourly rates for any additional services, providing transparency.

Contract Manager
A dedicated expert is assigned to manage all your service agreement needs, ensuring personalized and efficient interactions.

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

On-Site Assistance
When you need us in person, our Hitachi Energy Technicians deliver fast on-site help. Costs are transparent, based on service.

Technical Remote Support
Benefit from immediate, professional help through phone or AR tools. Our yearly ‘hour bank’ gives free support, ensuring swift.

Shopping Cart of Additional Included Services
Flexibility is key. Choose additional services during your agreement period. Enjoy the freedom of choice with the assurance of stable pricing.

Assess & Secure
Train & Develop
Parts & Maintain

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.
<table>
<thead>
<tr>
<th>Assess &amp; Secure</th>
<th>Train &amp; Develop</th>
<th>Parts &amp; Maintain</th>
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</thead>
<tbody>
<tr>
<td>Asset management services (i.e. RelCare™ - A tailored, long-term partnership that reinforces system reliability)</td>
<td>Cybersecurity consulting</td>
<td>Critical spare parts and inventory management programs</td>
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<td>Condition assessment and planning for your assets</td>
<td>Supplemental expertise to strengthen your internal / apprenticeship programs</td>
<td>Established field service response time</td>
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<tr>
<td>Cybersecurity assessment and management</td>
<td>Classroom, On-Site, or virtual training programs</td>
<td>Tailored and enhanced cybersecurity measures and responsiveness</td>
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<td>EconiQ™ Implementation - To analyze the environmental impact of maintenance activities and projects</td>
<td>HSE / Electric safety trainings</td>
<td>Tailored sustainability solutions designed to surpass your maintenance requirements and environmental goals</td>
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<td>Site audit for substation system or specific assets</td>
<td>Continued staff development through real-time virtual (AR) tools connecting your staff with our experts</td>
<td>Premium access to 24/7 Technical expertise</td>
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<td>TXpert™ Ecosystem - For digitalization of transformers and data driven intelligence and decision making</td>
<td>Protection and control system training program</td>
<td>Tailor-made substation / asset maintenance offerings to match your programs</td>
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<td>Routine and specialized testing, non-destructive testing to validate the asset health</td>
<td>Energy portfolio management consulting</td>
<td>Full range of On-Site corrective services (basic to complex)</td>
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<td>.... additional customizable service offerings available</td>
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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.