



Quanergy Assured™

LiDAR-based intelligence backed by personalized expertise

Quanergy Assured™ is a portfolio of high-value professional services designed to equip our channel partners with the expertise they need to assure the operational and deployment success of all types of projects and help accelerate our channels' time to revenue. Our partners' success is our success.

Quanergy's team of experts offers remote and on-site professional services, spanning all types of deployments from simple to highly complex, jointly delivering a better customer experience.

Our channel partners can leverage these services to maximize their efficiency, help optimize the performance of our end-to-end solution, mitigate risks, and ensure the successful and timely completion of projects.

Whether you need tailored training modules or need development assistance for complicated use cases, we're here to lend a helping hand.

What Quanergy Assured Brings to the Table

- Help our partners build sales and product expertise
- Alignment of objectives and project scope
- Identification and mitigation of risks
- Review of scope and preparation of deployment
- Onsite/remote deployment service based on agreed requirements
- Testing to ensure performance meets requirements
- Customized solutions for unique challenges
- Ongoing support to ensure customer satisfaction

Training

Tailored professional training on Quanergy's solutions to help build sales and product expertise

Our team is available to travel to your site or support remotely, as needed. We offer both free-of-charge and fee-based training services.

Standard Training

These sessions are offered free-of-charge and take place monthly. These sessions cover all standard topics and upon completing them, we expect the majority of our partners to reach the level of expertise necessary in order to become self-reliant.

These region-based sessions are conducted by local experts and training will be split between several modules such as LiDAR 101, Flow Management Solutions, Industrial Automation Solutions, etc, allowing our partners to select the most relevant modules.

For a typical 4 hour session, attendance is limited to 25 people.

Tailored Training

To serve our partners who require a specialized/targeted training approach, we offer fee-based in person training sessions, both locally (*at our local headquarters*) and on-site (*available globally*). These sessions will cover all of the topics covered in the standard modules as well as bespoke topics agreed to in advance.

For a typical 8 hour session, attendance is limited to 8 people for local attendees and 10 people for on-site sessions.

Planning and Deployment Services

We offer planning and development services to help our partners reach peak performance

Our training is designed to help our partners reach self reliance for all projects, simple or complex.

We also offer planning and deployment services to handle new use cases or complex projects that require special care and white-glove services. Quanergy experts such as solution architects and field application engineers can work hand in hand with our partners and help with planning, installation and testing. This will ensure that the full potential of Quanergy's end-to-end solutions is realized allowing our customers to reach peak performance.

Our experts can also help with risk mitigation by identifying key issues early on thus reducing unexpected cost burden. They can also offer tips for long-term consistency and make sure that our solutions keep performing without any issues.

We offer both remote and on-site planning and deployment services and the cost is directly tied to the size of the project (*number of sensors*).

Requirements:

- We will work with you to prepare a mutually agreed upon System Design Document (SDD) to ensure that there are no surprises when the deployment takes place.
- Site Survey (*to define coverage, system architecture, number of sensors, software connections, etc.*) will need to be conducted before deployment
- Cabling, poles, brackets, and sensor installation will need to be completed ahead of time
- Lastly, a final planning session will be conducted to review all the material in advance

Tailored Solutions

Custom solutions to meet unique challenges

If the requirements for your application exceed the scope of what is offered through our standard product portfolio, we can provide tailored solutions. This can apply to both hardware (*for example, custom mounting options*) and software (*for example, software enhancements to track and classify a brand new object type*).

A customized solution will require a mutually agreed Statement of Work (SOW). Please contact us at sales@quanergy.com for more information.

Troubleshooting Services

Remote or on-site support to diagnose and troubleshoot difficult/unusual cases

Our team of experts can provide **Standard** free-of-charge technical support. These sessions are held remotely and typically last under an hour. We expect the majority of post-deployment technical support needs to fall within this category.

We also offer fee-based **Premium** troubleshooting assistance for complex or urgent technical issues that need to be prioritized outside of the general technical support timeframe. These types of issues typically require a more in-depth investigation.

Premium troubleshooting services will entail remote or on-site root cause analysis, thorough review of the site-specific complexities, white-glove troubleshooting and prioritized corrective actions.



Quanergy Assured Terms & Conditions

- Quanergy will require a minimum of two weeks' notice for onsite activities.
- Quanergy will support professional services activities globally. Local staff is available in Europe, China, Singapore and North America.
- Quanergy does not provide cabling installation at customer site.
- Partner/Customer should arrange for cabling installation.
- It is required that cabling is done prior to our staff's arrival to save time.
- Site Survey may be a separate activity prior to the deployment. If that is the case, additional travel charges will apply.
- Quanergy will ensure all the Quanergy components up and running after the onsite professional services if all required hardware installations are in place.
- If a 3rd-party application (*for example, a Video Management System*) is part of the architecture, said 3rd-party should have a representative on-site and be responsible for ensuring the successful installation/operation of the 3rd-party system and any associated middleware/integration.
- If a customer site has limited hours to work on-site (*such as at airport, data center, train station, etc.*), we may require additional time.
- Partner staff must be present and available as part of any on-site effort.

Ready to experience the power of Quanergy's solutions?
Contact our sales team at sales@quanergy.com