



SERVICES POSITIONING · 2026 EDITION

Data Center **Facility** **Management** for Hyperscalers & Colocation

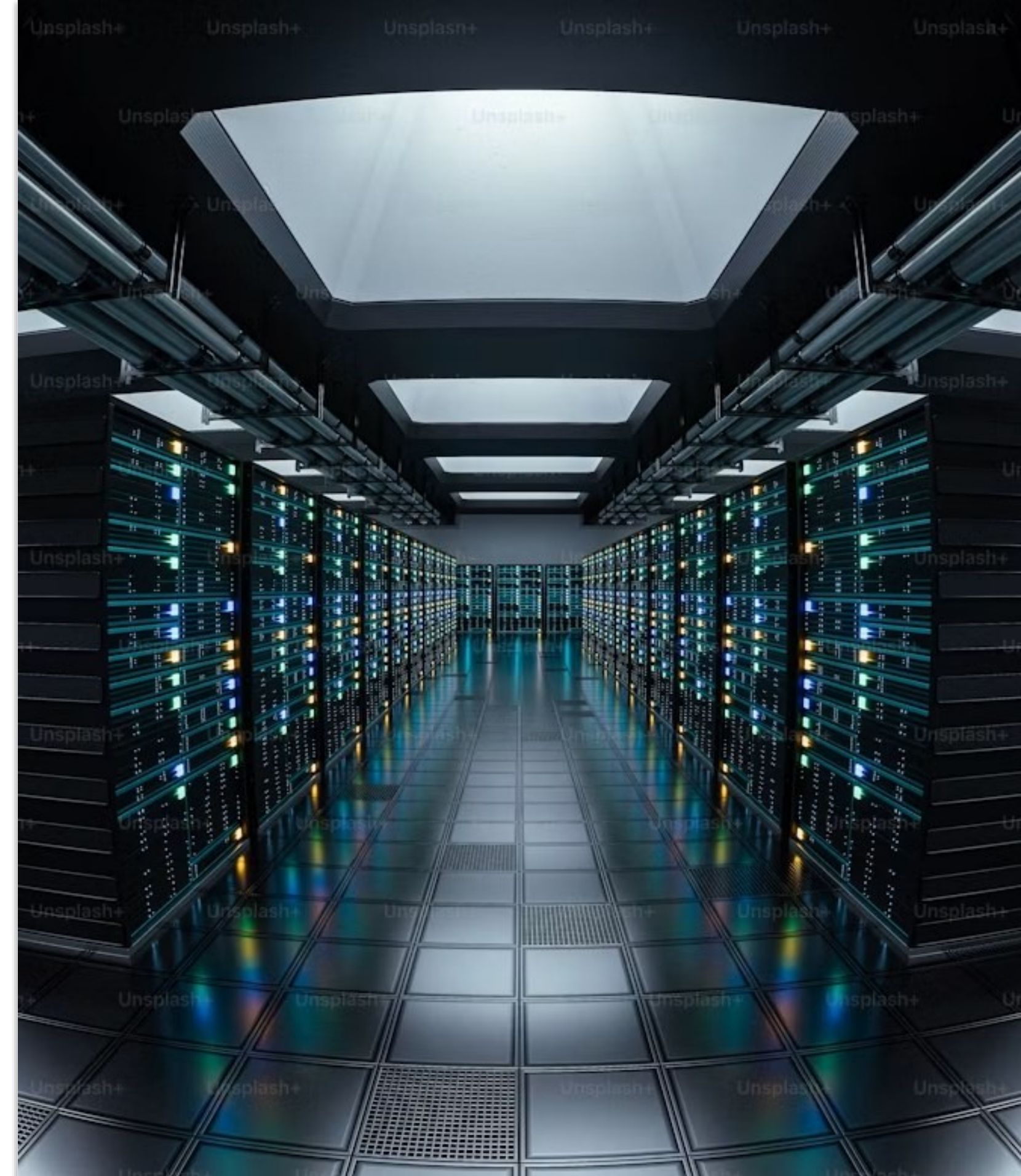
Operate, maintain, certify and optimize mission-critical facilities in the Kingdom. Sixteen years of delivery, Uptime-aligned operational practice, and a repeatable DCFM playbook engineered for the operators building Saudi Arabia's next 1,000 MW.

AL KHOBAR · RIYADH · JEDDAH

CR 7001621874

DC.CONVERGENT.SA

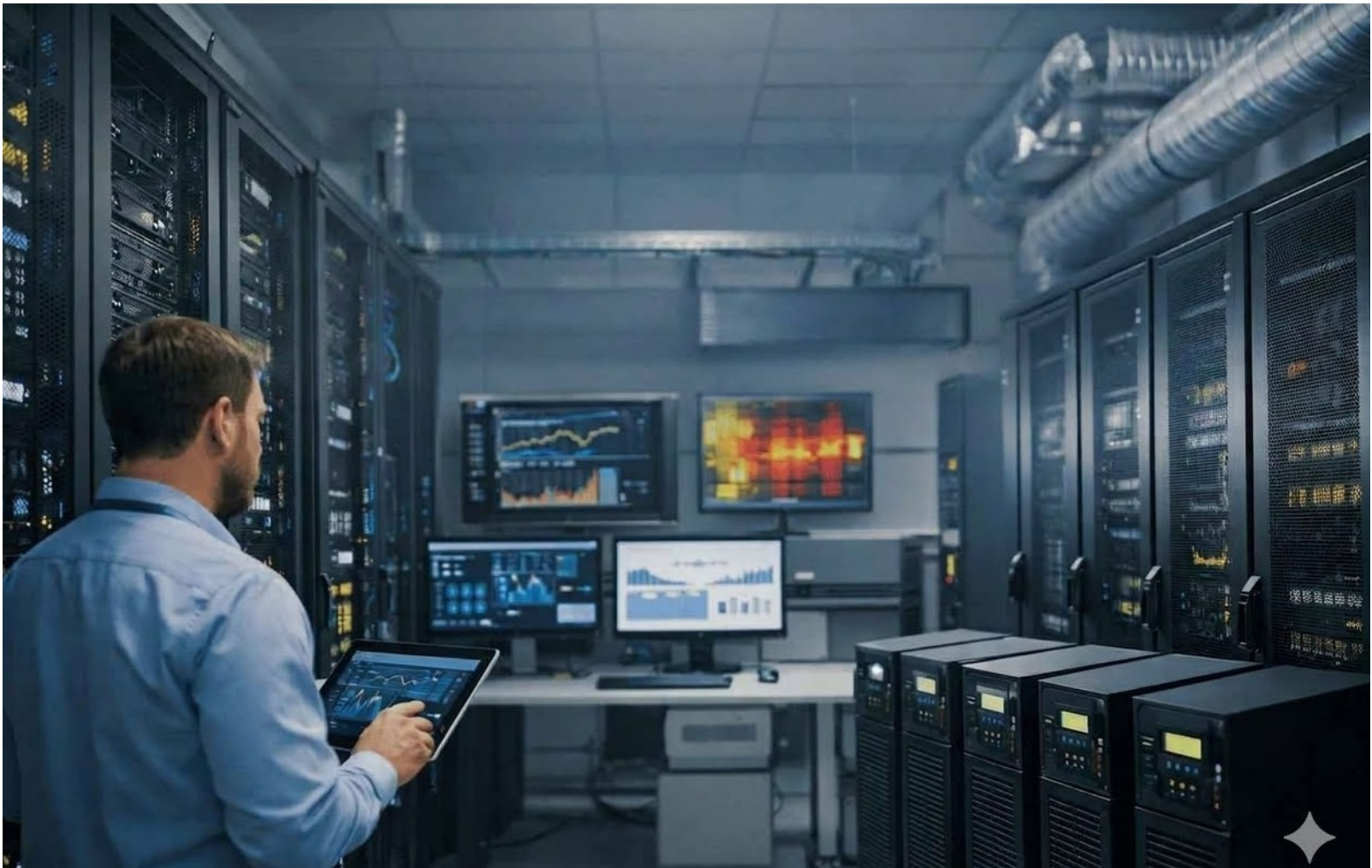
DOC. CT·DCF·POS / 2026 · REV 02



PREPARED FOR HYPERSCALE, SOVEREIGN AI AND COLOCATION
OPERATORS IN KSA

THE POSITION

We stopped being the company that installs the systems. We are the company that keeps the operations running.



01 · OPERATOR

Full-facility DCFM under one contract across power, cooling, controls, white space, security and lifecycle governance. Every interface between disciplines sits inside our scope.

02 · CERTIFIER

Operational sustainability engineered to Uptime TCOS and M&O Stamp of Approval standards — all six governance categories from Day One, not retrofitted for audit.

03 · AI OPERATOR

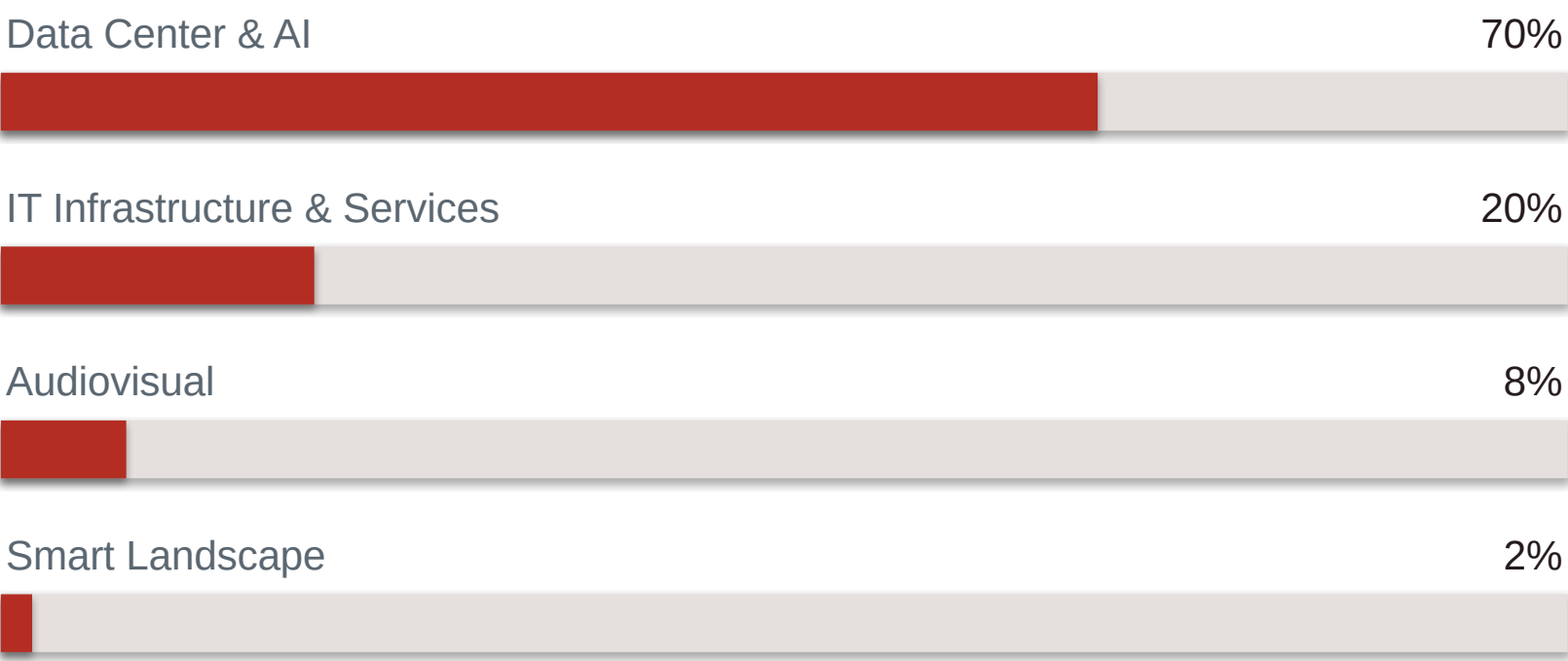
Direct-to-chip liquid cooling operated as a specialist discipline: CDU management, TCS loop integrity, coolant chemistry and addressable leak response.

Convergent Technology at a glance

16	100%	3	130
Years delivering critical facilities in the Kingdom	Saudi-owned; CR 7001621874, IKTVA and local-content contributing	Offices and warehouses: Al Khobar, Riyadh, Jeddah	Core staff today — 30% engineers, 70% technicians, all direct-hire

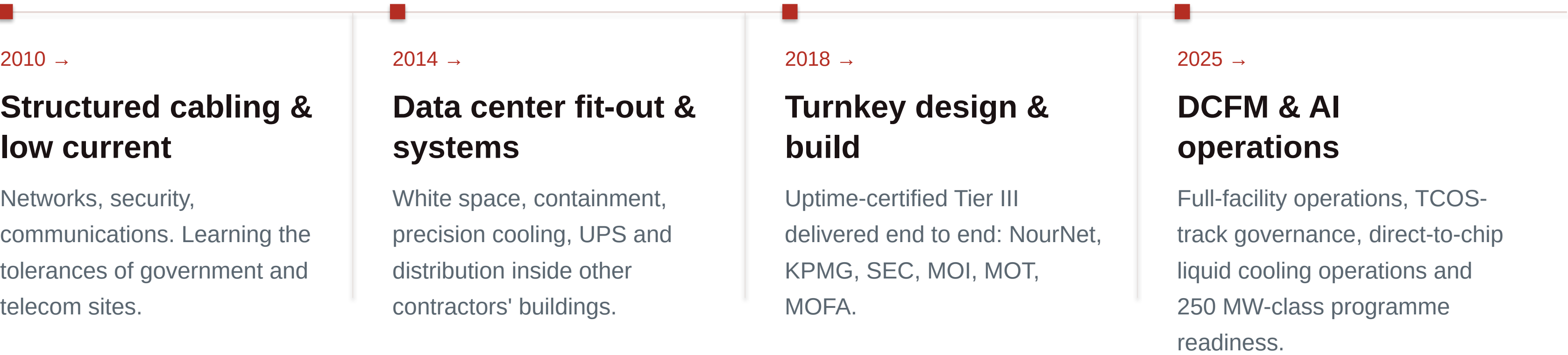
Four business units, one organization

Data centers and AI infrastructure is the core of the business and the majority of our order book. Facility management is where that capability continues after handover: the team that designed, built and commissioned the facility is the team that operates it — under one accountable delivery organization.



THE TRAJECTORY

From facility construction to facility operation — sixteen years of learning where buildings fail.



The difference

The operator that grew out of the systems trades knows exactly where a data center fails: at the interface between the building and the technology. That is the seam we own.

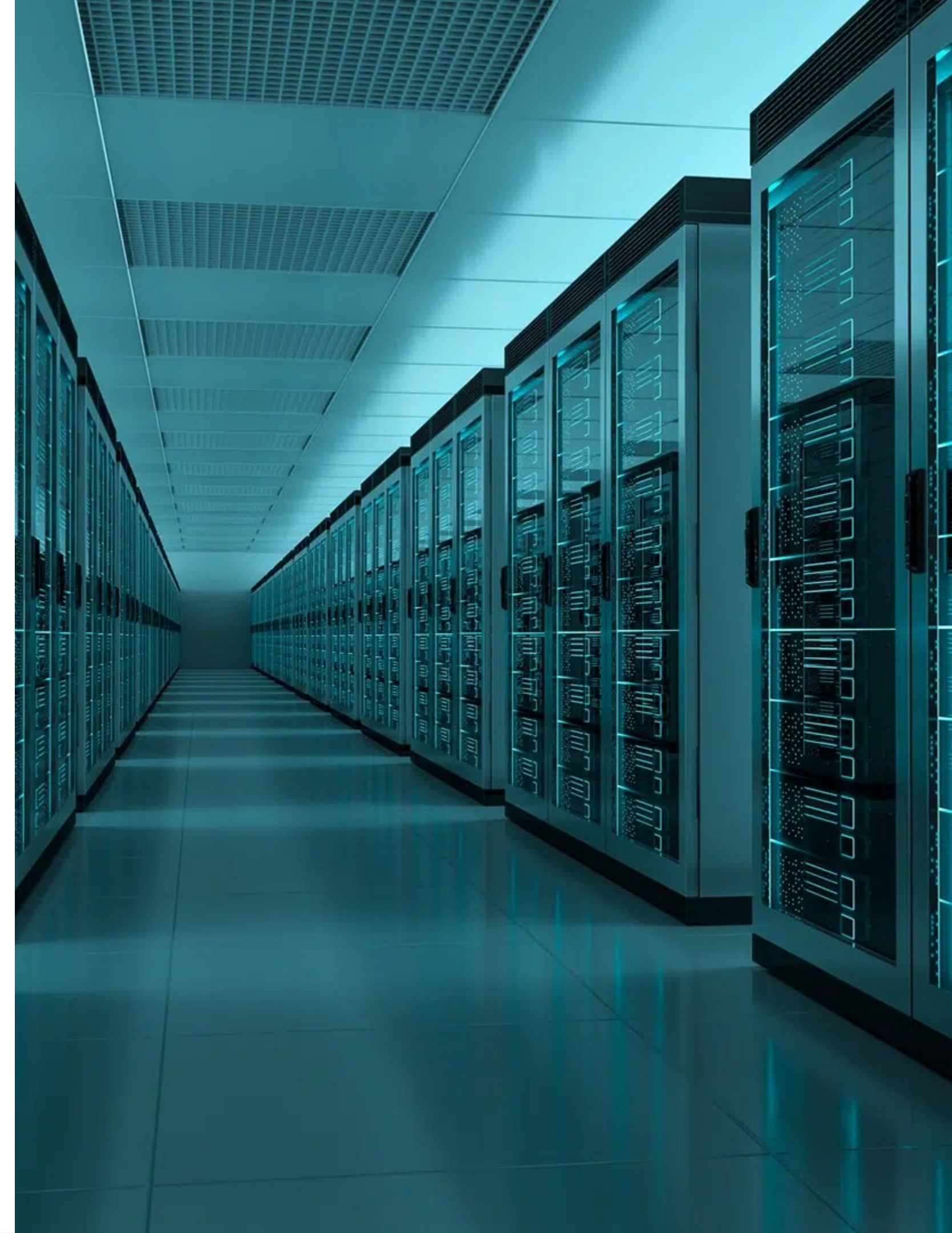


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PART ONE

The operational reality we build for

Where the Kingdom's capacity is heading, and the
operating gap that opens behind it.



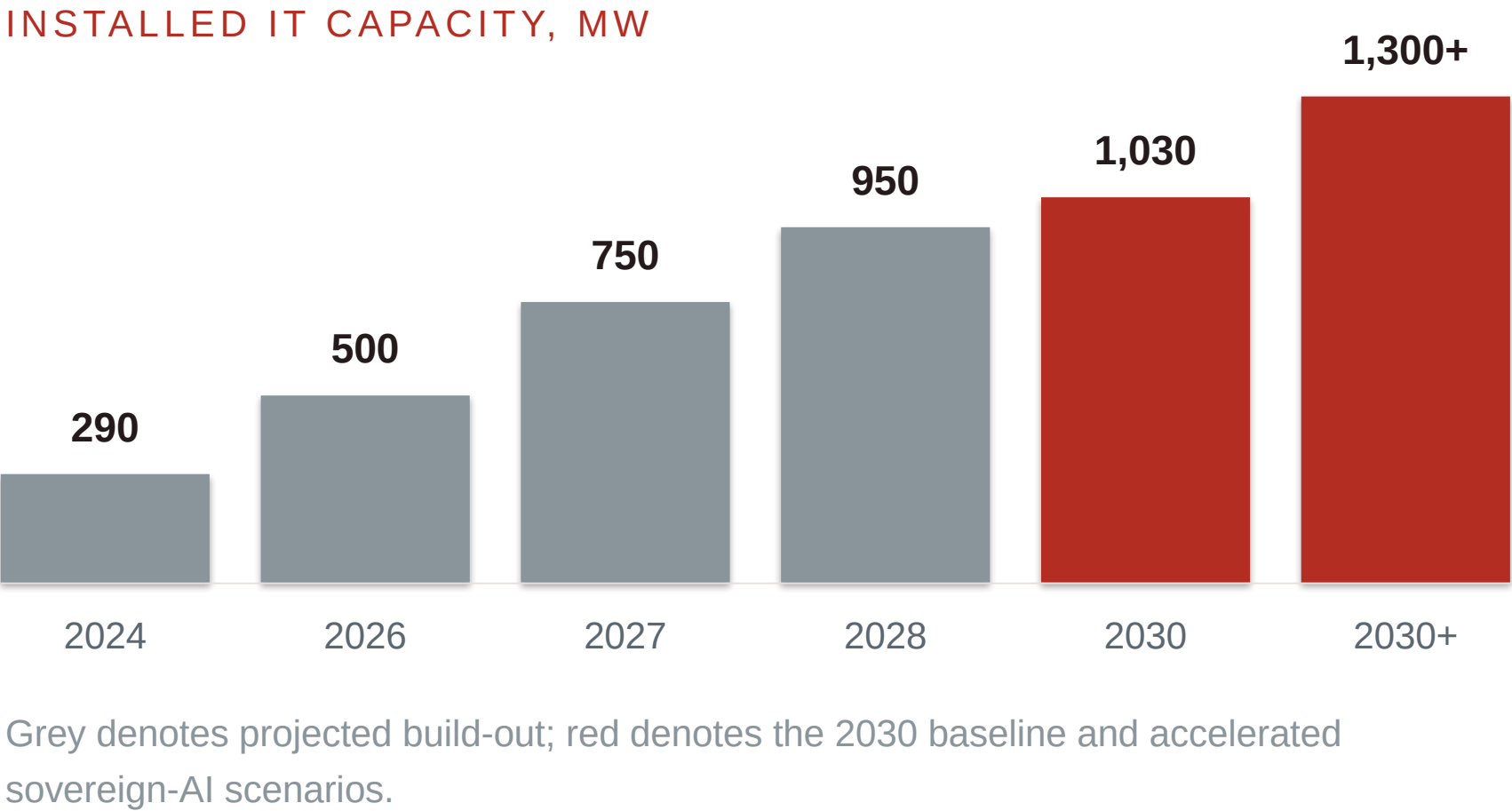
Three times everything ever built — by 2030

290.5 MW Installed IT capacity, 2024, across 58 licensed facilities	~54% Compound annual growth in installed capacity, 2022–24	1,030 MW Independent bottom-up IT load forecast for 2030	42.2 TWh Upper-bound 2030 electricity demand, from 2.8 TWh in 2024
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Why it matters to a DCFM conversation

This capacity gets built. The harder question is who runs it — to what standard, with which workforce, under whose governance. There is no version of that programme delivered by the existing bench of local FM contractors alone.

Source: Convergent Technology, KSA Data Center & AI Infrastructure Outlook 2026, after KAPSARC & ICAIRE and Mordor Intelligence.



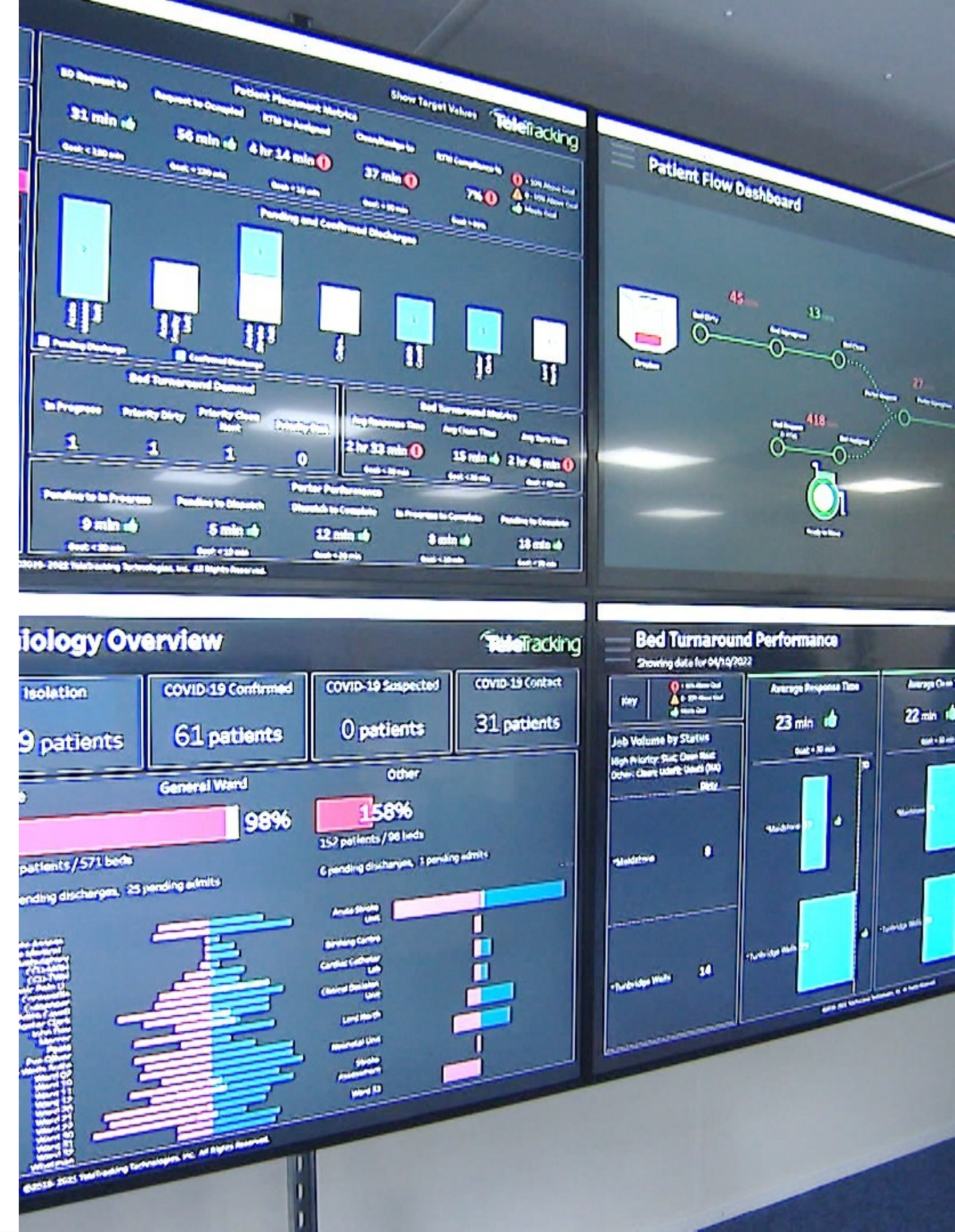


PART TWO

DCFM services and certification

Scope of services, operational excellence, the seven-phase transition, the repeatable playbook and the published KPI framework.

SCOPE OF SERVICES
OPERATIONAL EXCELLENCE
7-PHASE TRANSITION
REPEATABLE PLAYBOOK
KPI FRAMEWORK



Everything between the slab and Day-1 operations

01 · FULL-FACILITY DCFM	02 · CRITICAL SYSTEMS	03 · AI COOLING OPS	04 · TRANSITION & CERT	05 · NOC & SUSTAINABILITY
End-to-end O&M under a single accountable contract 24/7 shift operations, N+1 staffing SOP, MOP, EOP and SCP governance OpEx-transparent published KPIs Multi-tenant SLA management ISO 45001, 27001 and 9001 aligned	OEM-authorized PM / PdM / CM MV/LV, UPS, gensets, transformers Chillers, CRAH, CDU, pumps, valves Fire, VESDA, clean-agent suppression BMS, DCIM and EPMS calibration CMMS-tracked evidence base	CDU operations and filter management TCS loop integrity, welded piping Castrol ON coolant chemistry (pH 8–10.5) TTK addressable leak response GPU cluster thermal coordination Cold plate and manifold operations	7-phase EPC-to-Ops transition Uptime TCOS Gold readiness M&O Stamp of Approval governance Runbook development (SCP/SOP/MOP/EOP) Documentation library uplift External audit support	24/7 facility command center BMS / DCIM / CMMS integration Tenant SLA dashboarding PUE, WUE and CUE optimization ISO 50001 EnMS operations ESG reporting (Scope 1/2/3)

We operate to be certified — not to be tolerated

Every Convergent-operated facility runs on an Uptime-aligned operational model. The M&O Stamp of Approval and the TCOS Gold pathway are the benchmarks — and the discipline is designed into Day-1 governance rather than bolted on for audit windows.

TCOS

Operational sustainability

Tier Certification of Operational Sustainability — operations designed in, not bolted on.

M&O

Stamp of Approval

Uptime Institute Management & Operations — all six governance categories: Personnel, Emergency, Facility, Maintenance, Planning and HSE.

ATD / AOS

Accredited on staff

Accredited Tier Designers and Accredited Operations Specialists held on permanent staff, not contracted in for an audit.

TIA-942

Rated-3 conformity

Rated-3 operational conformity and ASHRAE TC9.9 thermal envelope compliance.

Why it lands

A hyperscale or sovereign client audits the management system before it audits the operations. Ours is certified, current, and covers anti-bribery — which matters when the contract is public money.

GOVERNANCE & CERTIFICATION

Three registers, kept separate on purpose

MANAGEMENT SYSTEMS · COMPANY

Certified management systems held by Convergent Technology as an organization.



ISO 9001:2015



ISO 14001:2015



ISO 45001



ISO 27001



ISO 37001:2016

PROFESSIONAL ACCREDITATIONS · STAFF

Individual accreditations held by named CT engineers on permanent staff.



Uptime ATD



Uptime AOS



EXIN CDFOM



BICSI RCDD



LEED AP BD+C



LEED Green Assoc.

STANDARDS WE OPERATE TO

Frameworks our designs and operating procedures are written against, plus ASHRAE TC9.9.



Uptime Institute Tier



TIA-942

Certificate scope, issuing body and validity dates are provided in the prequalification pack on request.

Zero-error operations, engineered



The real cause

The Uptime Institute has consistently reported that the majority of critical outages stem from human factors — inadequate staffing, procedural ambiguity, insufficient training, governance failure. Not equipment defects. Our operational model is engineered precisely to eliminate that class of risk.

Zero

Human-error tolerance embedded across every shift, every MOP, every escalation

100%

MOP / SOP / EOP coverage on critical work — dual-signature authorization and dry-run rehearsals

99.982%

Tier III availability sustained — contractual, monthly-measured, quarterly-benchmarked

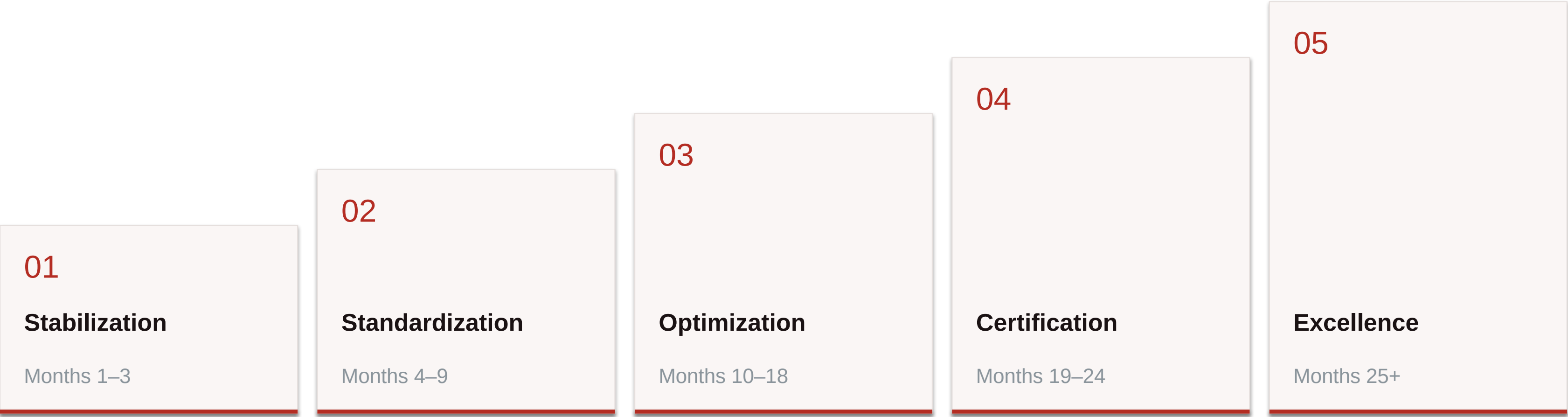
Availability and coverage figures are the contractual commitments CT tables at bid stage; site-specific targets are confirmed in the SLA schedule.

Five disciplines. Every shift. Every site. Every customer.

01 · ZERO HUMAN ERROR	02 · REDUNDANCY FIRST	03 · DATA DRIVEN	04 · LEARNING LOOP	05 · AUDIT-GRADE GOVERNANCE
MOP / SOP / EOP governance. Dry-run rehearsals for disruptive maintenance. Dual-signature authorization. Root cause analysis within 48 hours of any near-miss.	No maintenance without verified redundancy. Pre-work N+1 confirmation checklist. Automated BMS-based redundancy status verification.	Every decision backed by telemetry, not intuition. BMS / DCIM / CMMS integration. 200+ operational parameters trended. Predictive intervention.	Every incident becomes permanent capability. 48-hour root cause analysis. 5-day SOP update. 10-day cross-site lessons-learned distribution.	Every process built to pass external audit. Documentation library maintained continuously to Uptime M&O standards. Never retrofit.

Day 1 to autonomous excellence, in 36 months

Every facility we operate progresses through five deliberate levels. The progression is planned at mobilization and reported against quarterly — it is not left to emerge.



Level exit is evidenced, not asserted: each level closes on a defined document set, a KPI baseline and a governance review with the customer.

The operator is a critical infrastructure component

Disciplines

Competency Framework

Role-mapped competency matrix. No engineer performs critical work without documented sign-off.

Structured Training

80 hours onboarding, 40+ hours per year continuous. OEM re-certification on schedule. Quarterly simulation drills.

Fatigue Management

Shift rotation to Uptime staffing guidelines. No single-person execution of critical activities.

Just Culture Reporting

Near-miss reporting rewarded, not penalized. Blame-free RCA. Systemic corrections over individual sanction.

Stop-Work Authority

Every operator empowered — and required — to halt any activity where risk is perceived. No penalty for the call.

Operational rituals

EVERY SHIFT	Shift handover briefing, log review, redundancy status check
DAILY	Ops stand-up (15 minutes), CMMS review, alarm-trend scan
WEEKLY	Maintenance planning, deferred-work review, tenant coordination
MONTHLY	KPI review, SLA report generation, RCA close-out, spare parts audit
QUARTERLY	Customer Business Review, benchmark analysis, procedure audit, drills
ANNUALLY	Governance audit, TCOS / M&O readiness review, roadmap refresh

THE COMMITMENT

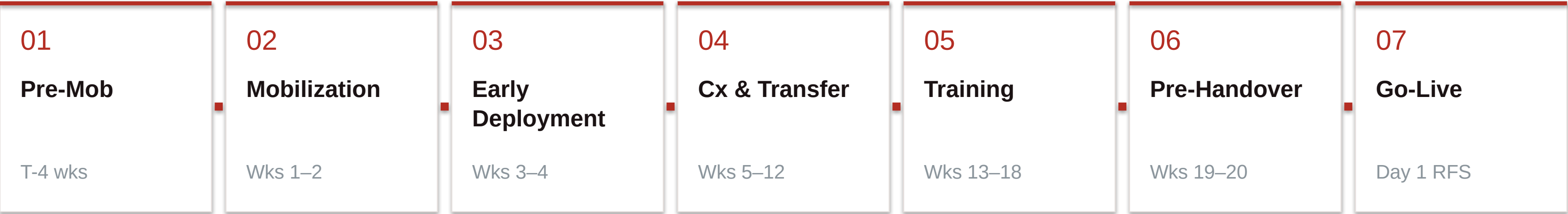
Eight commitments. Contractually binding.

≥ 99.982% Tier III availability sustained	100% PM compliance on critical infrastructure	≤ 15 min MTTA on Critical alarms — 24/7	≤ 4 hrs MTTR for on-site Critical incidents
Zero Unplanned downtime caused by maintenance	100% MOP / SOP coverage on all critical work	Quarterly Benchmark reporting against Uptime data	Annual Third-party governance audit

Each commitment carries a defined measurement method, reporting cadence and remediation path in the SLA schedule. Targets are tabled at bid stage and confirmed per site against the facility's design topology.

Seven gates, each with a defined exit condition

No gate closes on assertion. Each closes on a document, a witnessed test, or a certificate.



Why it matters

The transition from construction to live operations is the single highest-risk moment in any data center lifecycle. Our seven-phase framework — refined across Tier III delivery for KPMG, MOI, MOFA, SEC, NourNet and the Ministry of Transport — closes that gap.

Phase-by-phase activities and deliverables follow on the next two pages.

The first twelve weeks. Foundation laid before Day 1.

PHASE & TIMELINE	KEY ACTIVITIES	DELIVERABLES
01 Pre-Mob Readiness T-4 wks	Kick-off · RACI · documentation review · risk register · HR clearance · runbook skeleton · systems configuration	Signed Governance Charter · Confirmed Resource Matrix · Risk Register
02 Mobilization Wks 1–2	Site office · tooling · PPE · core team on site · access and biometrics · EPC walkthroughs	Site Readiness Certificate · Team Deployment Log · Walkthrough Report
03 Early Deployment Wks 3–4	System inspections · asset labelling verification · EPC snag coordination · OEM interface mapping	Verified Asset Register · OEM Contact Matrix · Documentation Gap Register
04 Cx & Knowledge Transfer Wks 5–12	L1–L5 commissioning witnessing · IST participation · OEM training · PM schedule development · runbook build	Runbook v1.0 · Master PM Calendar · EOP Library · Spare Parts Master List

The final eight weeks. Competency, certification, go-live.

PHASE & TIMELINE	KEY ACTIVITIES	DELIVERABLES
05 Training & Readiness Wks 13–18	Technical training · HSE drills · BMS/DCIM/CMMS training · MOP and EOP dry-runs · tabletop exercises	100% team certified · Runbook v2.0 · Drill Reports · Tabletop Reports
06 Pre-Handover Review Wks 19–20	Internal audit against Uptime M&O · documentation certification · punch-list closure · readiness-to-operate review	Signed RTO Certificate · Customer Acceptance · KPI Baseline Report
07 Handover & Go-Live Day 1 RFS	EPC-to-CT custody transfer · 24/7 launch · 30-day vigilance protocol · live KPI dashboards	Handover Certificate · First Monthly Report · 30-Day Vigilance Report

TRANSITION SUCCESS METRICS

100%	Day-1 KPI achievement	100%	Documentation and training complete pre-Day 1	Zero	Transition-caused incidents in 90 days	≥ 4.5/5	Customer acceptance score at Day 30
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One model. Any site. Consistent governance at scale.

For operators running multiple sites, the greatest risk is inconsistency — different procedures, different KPIs, different reporting, so each site becomes a governance island. Our Repeatable Playbook is a codified, versioned operating model. It scales identically from a single 5 MW facility to a portfolio of hyperscale campuses.

6 Playbook layers governing every CT-operated site	≥ 85% Procedure consistency across all portfolio sites	≤ 10 wks New-site deployment from contract signature	40%+ Faster mobilization from Site 2 onward
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Deployment and consistency figures are CT planning targets derived from the playbook's standard mobilization schedule; site-specific commitments are confirmed in the mobilization plan.

Six layers. Centrally maintained. Identically deployed.

01	Governance Framework	Org · RACI · Escalation · Authority · Cadence
02	SLA & KPI Framework	KPIs · Measurement · Penalties · Reports
03	Operational Procedures	MOP · SOP · EOP · SCP · PM templates
04	Systems & Tooling	CMMS · DCIM · Dashboards · Mobile apps
05	Training & Competency	Onboarding · Matrix · Certification · Drills
06	Continuous Improvement	PDCA · RCA · Cross-site lessons · Benchmarks

Layers are version-controlled centrally and deployed simultaneously across the portfolio; site-level variation is by documented exception only.

One sponsor. One reporting rhythm. Every site.

Portfolio capabilities	Repeatability guarantees	
Portfolio SLA Dashboard Real-time consolidated view of every site, with drill-down by system and tenant.	100%	Consistent KPI definitions and reporting formats
Cross-Site Benchmarking Monthly reports showing each site against the portfolio average and industry data.	100%	Operators trained to an identical curriculum
Root Cause Distribution Any RCA at any site is distributed to all sites within 10 business days.	5 days	Cross-site engineer familiarization
Best Practice Propagation Improvements identified at one site are systematically deployed portfolio-wide.	Quarterly	Playbook version updates deployed simultaneously
Single Executive Sponsor One CT Portfolio Director accountable for every site in the portfolio.	≤ 10 wks	New-site full operational deployment

Every metric defined, measured and published

Hyperscalers and colocation operators consistently identify cost opacity and undefined KPIs as the greatest source of friction in outsourced DCFM. Our engagements ship with a published, contractually binding framework — before signature.

01	02	03	04	05	06	07
Availability	Response	Maintenance	Sustainability	Governance	Tenant experience	Financial
5 KPIs	5 KPIs	6 KPIs	6 KPIs	6 KPIs	6 KPIs	4 KPIs

38+

PUBLISHED KPIs · DEFINED · MEASURED · CONTRACTUALLY BINDING

What a signed KPI schedule actually looks like

01 · AVAILABILITY & RELIABILITY

KPI	TARGET
Facility Availability	≥ 99.982% Tier III / ≥ 99.995% Tier IV
Unplanned Downtime Events	≤ 1 per year
MTTR — Critical	≤ 4 hours
Redundancy Availability	≥ 99.5%

04 · ENERGY & SUSTAINABILITY

KPI	TARGET
PUE	≤ 1.4 (site-specific)
WUE / CUE	Site-specific targets
PUE Optimization Rate	≥ 2% year-on-year improvement
ISO 50001 EnMS Compliance	100%

The other five

Response, Maintenance, Governance, Tenant Experience and Financial categories are issued in the same format — definition, measurement method, target, reporting cadence and remediation path — as part of the tender response.

Every cost line published before signature

No hidden margins. No blended lump sums.

COST COMPONENT	WHAT IS PUBLISHED
Direct Labour	Every role, headcount, monthly cost and on-cost loading — published rate card
Management Overhead	Site and portfolio management, QA/QC — published fixed monthly
PM & Consumables	Annual PM cost per system and consumables budget — published per line
Critical Spares	Min/max inventory value and replenishment methodology — published
Subcontractor Costs	OEM contracts and specialist services — pass-through versus mark-up disclosed
Tooling & Systems	CMMS, DCIM and reporting platform costs — published annual
Training & HSE	Training budget per FTE, HSE programme cost and audit costs — published
CT Margin	Explicit management fee and margin — published as a percentage, no hidden mark-ups
Escalation Framework	Annual escalation formula, CPI-linked or fixed — published



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PART THREE

The proof

Facilities delivered, the estates we are cleared to work inside, and where the operating demand is forming across the Kingdom.



TRACK RECORD

Designed, built — and positioned to operate

CLIENT	FACILITY	CT SCOPE
Ezditek (PNU Campus)	24 MW multi-tenant hyperscale, Riyadh	Full-facility M&O proposal (live) — TCOS Gold target
NourNet	Tier III, Riyadh — 460 racks · 4 MW	Turnkey design & build → DCFM-ready
KPMG	Tier III, Riyadh — 3 sites	Turnkey design & build
Saudi Electricity Company	Dammam — 20 racks	Turnkey design & build
Ministry of Interior	Tier III, Riyadh — 60 racks	Turnkey design & build
Ministry of Foreign Affairs	Jeddah — 60 racks	Turnkey design & build
Ministry of Transport	Riyadh — 40 racks	Turnkey design & build
Dr. Sulaiman Al Habib	Tier III, Riyadh — 20 racks	Data center & critical systems
Mobily Retrofit UPL	57 data centers across KSA	Electromechanical retrofit programme

Client references and detailed evidence remain subject to approval and confidentiality requirements.

CLIENTS

Cleared, vetted and delivering inside the Kingdom's most sensitive estates

GOVERNMENT & SOVEREIGN

National Information Center

Ministry of Interior

Ministry of Foreign Affairs

Ministry of Finance

Ministry of Transport

Ministry of Tourism

Royal Saudi Air Force

MODON

ENERGY & INDUSTRY

Saudi Aramco

Saudi Electricity Company

King Salman Energy Park

Huawei

Dell Technologies

Tamkeen

IBM

STC

FINANCE & PROFESSIONAL

Public Investment Fund

Saudi National Bank

SAB

Al Rajhi Invest

KPMG

NourNet

Detasad

Mobily

REAL ESTATE & HEALTH

King Abdullah Financial District

Dr. Sulaiman Al Habib

Marriott

Ajdan Real Estate

What it means

Working inside ministries, the Royal Saudi Air Force and the National Information Center means our people, processes and information security are already cleared to a standard most commercial operators have never had to meet.

Seven movements, and what each one needs

MARKET MOVEMENT	TRIGGER	WHAT CT BRINGS
The KSA hyperscale region	Global cloud regions launching in the Kingdom require a certified local FM partner.	Certified local partner, Saudi workforce, Uptime-aligned operating model.
The colocation TCOS race	Colocation operators pursuing Uptime TCOS Gold through 2026–27.	Certification readiness, governance uplift and audit support.
The AI factory build-out	National AI programmes commissioning GPU-heavy data centers.	Liquid cooling operations and high-density thermal management.
The giga-project corridor	Greenfield campuses entering operations across the giga-projects.	A mobilization-ready operator for greenfield campuses.
Multi-site colo expansion	Operators building second and third facilities.	The Repeatable Playbook and consistent SLA governance.
The EPC-to-Ops handoff	Tier III and Tier IV facilities entering service.	Seven-phase structured transition management.
In-house to managed	Enterprises moving from private to managed operation.	OpEx-transparent DCFM with a published KPI framework.

Market movements are CT's own reading of publicly announced programmes; named operators and programmes are discussed under NDA.

What adding Convergent Technology changes

01

A system, not a contractor

Where FM incumbents deliver labour and defer integration, CT delivers a working, warranted operating system — and stands behind every interface in it.

02

Local content, local speed

Saudi ownership, IKTVA contribution, direct-hire workforce, three-city logistics, cleared to sovereign standards. Response times in minutes, not shipping seasons.

03

Speed as a discipline

Owned test fleet, three-city warehouses, direct-hire crews. The three things that usually cost a DCFM programme its schedule — solved before award.

04

Proven at sovereign clearance

Ministries, the Royal Saudi Air Force, the National Information Center. ISO 27001 and 37001 certified. The compliance conversation is closed before it starts.

05

The AI capability, today

Full direct-to-chip liquid cooling operations chain, engineered and warranted from inside the Kingdom, on 320 kW-per-rack projects.

06

Healthy competition

Qualifying CT alongside your incumbents gives you genuine technical and commercial leverage on every DCFM package you tender.



Shukran.

One operator. One programme. One warranty. One number to call.

Tayseer Jubran

Chief Executive Officer

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