

Global Technical Expertise Centre (GTEC)

Valo's Global Technical Expertise Centre is built for the moments that matter most in energy storage operations. Offered to customers as part of Valo Lifecycle Solutions, GTEC provides continuous access to the people, insight, and decision-making required to protect uptime, performance, and long-term asset value.

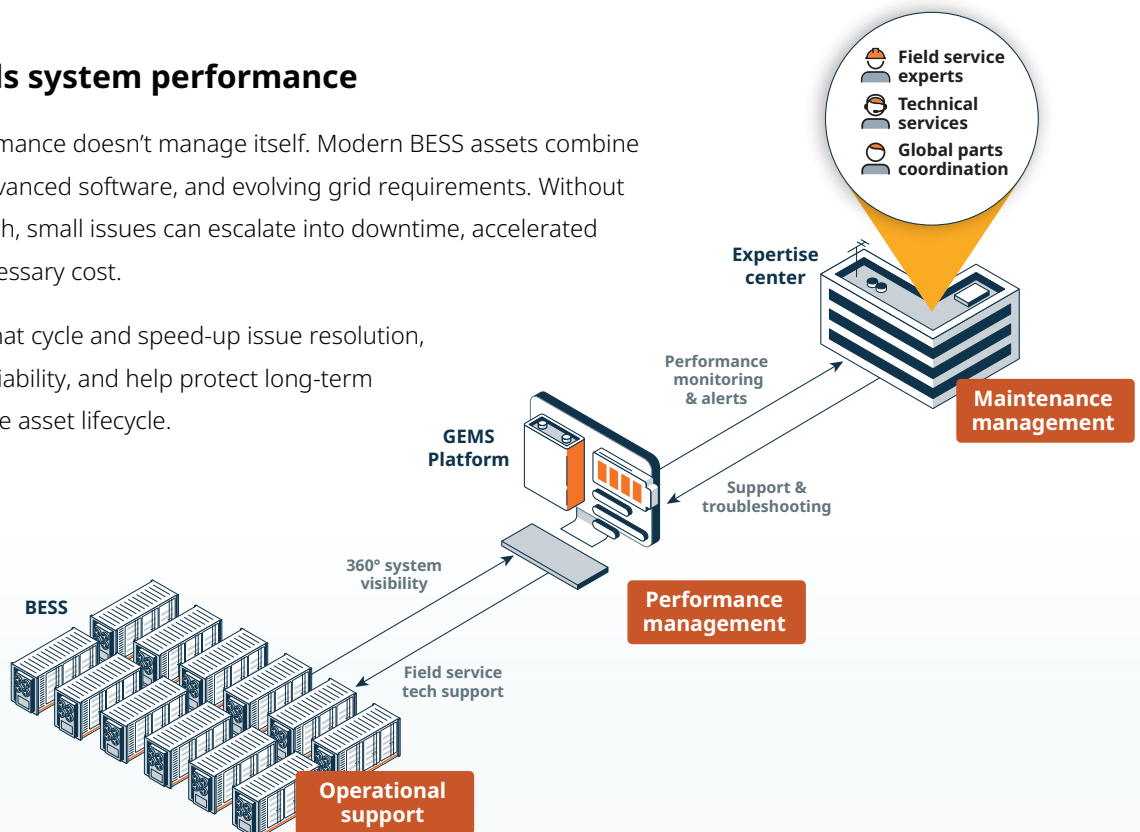
What is GTEC

GTEC brings together dedicated energy storage specialists with multi-disciplinary expertise and live data from the GEMS Platform to support assets in operation, around the clock. From early diagnostics and real-time troubleshooting to coordinated response and long-term performance optimisation, GTEC ensures issues are identified quickly, understood clearly, and resolved efficiently.

GTEC safeguards system performance

Energy storage performance doesn't manage itself. Modern BESS assets combine complex hardware, advanced software, and evolving grid requirements. Without a system-level approach, small issues can escalate into downtime, accelerated degradation, or unnecessary cost.

GTEC exists to break that cycle and speed-up issue resolution, improve day-to-day reliability, and help protect long-term performance across the asset lifecycle.



7 Ways GTEC optimises BESS performance



① Rapid issue resolution, 24/7

Customers have direct access to experts through Valo Online or a 24/7 support phone line, enabling fast, high-skill response through GEMS Power Plant Controller. The team provides clear, actionable guidance to restore normal operations quickly, with proven delivery backed by thousands of successfully resolved issues.

② Faster fixes using real-time GEMS data

GTEC technical solutions experts have real-time visibility into system performance through GEMS Cloud Connect, allowing them to see exactly what your system sees as events unfold. This data-driven approach shortens time to resolution, enables more issues to be resolved remotely to reduce downtime and cost, and supports better operational decisions grounded in live system insight.

③ Seamless transition from commissioning to operations

GTEC strengthens the transition from project delivery into long-term operations by maintaining full system visibility from day one. Potential issues are identified early, assessed with complete system context, and addressed proactively before they escalate into operational risk, enabling a smoother ramp-up and a stronger foundation for sustained performance.

④ Field Service working in lockstep with GTEC

When hands-on support is required, GTEC coordinates directly with Valo field service engineers and OEMs to deliver fast, informed support. Planned maintenance, upgrades, and complex repairs are supported by a comprehensive diagnostic approach from GTEC to the site team, eliminating duplication and reducing time on site. Locally deployed field service engineers are reinforced by global insight to ensure issues are resolved efficiently. GTEC's support ensures proper procedures are followed and helps maintain appropriate safety levels for those working on site.

⑤ Training services

Training services help customer teams operate safely, ramp faster, and troubleshoot with confidence. Programmes range from initial orientation through advanced operations, with courses shaped by real operating experience and informed by learnings from more than 110 global sites.

⑥ Technical advisory services

GTEC provides expert support to help customers navigate evolving grid requirements, compliance obligations, and specialised operational needs. Its modular advisory services include on-call remote support during critical events, preparation and live support for grid code and compliance testing, and custom technical guidance tailored to unique challenges, ensuring customers stay compliant, confident, and operationally resilient.

⑦ Cybersecurity and incident coordination

In the event of a suspected cybersecurity breach, GTEC serves as the technical coordinator; leading verification, investigation, and escalation with speed and precision. Clear communication and a structured response ensure calm, coordinated action when minutes matter, helping protect system integrity while avoiding unnecessary disruption.

What a true partner looks like

When systems go down or issues arise, GTEC doesn't default to ticketing and handoffs. They take ownership and respond directly. From commissioning through long term operations, GTEC stays closely involved, using system insight and experience to prevent issues, ensure uptime, and help customers confidently operate at scale.



13 GWh

of energy storage capacity
under GTEC's watch



60+

sites globally
assisted by GTEC



20+

GTEC team members
across the globe



70%

of operational issues
resolved remotely



98%

fleet-wide availability
under lifecycle agreements



GTEC is with you every step of the way.
See what always-on technical support looks like in practice.

valoenergy.com

