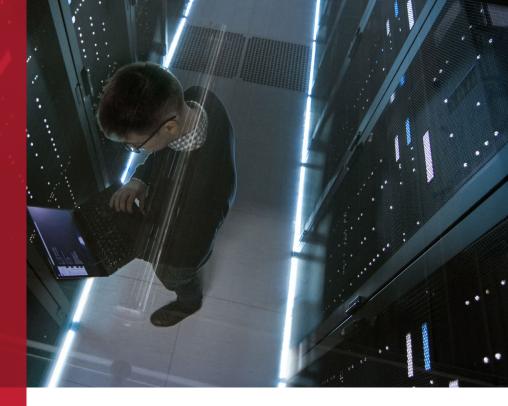# Data Center Integrator Qualification Program

Data centers provide mission-critical support for businesses, governments and organizations. These complex sites facilitate redundant backup of critical information and support consistent access to data with the support of superior environmental and security controls.

The data center industry has evolved rapidly to keep pace with the exponential growth in data needs, but the industry faces key challenges that require thoughtful and proactive problem-solving.

- **High cost —** The initial price tag for a new data center can be more than $10 million (USD) per megawatt. These costs stem from construction, architecture and equipment provisioning and are usually paid upfront. Beyond construction, another significant cost comes from hiring installers and integrators to set up the data center.
- **Human capital —** Data center owners may find it difficult to secure the caliber of talent required to facilitate a smooth installation and integration. Underqualified professionals may be hired to save money or due to staff availability, but this error often leads to an increased cost of ownership.
- **Reputation management —** Data center owners also pay another price when using lower cost or underqualified staff — loss of reputation. Any impact to uptime or security can be devastating, resulting in a blow to customer confidence and trust in the asset owner.

Identify and secure talented and reliable data center integrators and installers

In recognition of these constant challenges in the data center industry, UL has responded with a program that directly addresses these persistent and complex needs. We are excited to introduce UL's Data Center Integrator Qualification (DCIQ) Program, an independent process that helps evaluate and select quality data center leaders.

How DCIQ answers data center concerns

We recognize that data center contractors answer directly to asset owners who demand the highest service and reliability possible. They also support another key constituent: the makers of products and systems that populate the data center.

DCIQ helps data center contractors fulfill several objectives, including reduced downtime through optimized installation and integration of electrical equipment, streamlined approvals and installations, and the prevention of delays and injuries.

By managing these goals, DCIQ helps facilitate stronger return on investment for data center contractors, asset owners and customers.

How DCIQ evaluates installers and integrators

DCIQ offers data center contractors the reassurance that they have identified a reliable partner for their projects. To qualify installers and integrators, we work directly with installation and integration providers to secure a roster of designated responsible individuals (DRIs), a list of facilities and sites and information regarding any current ISO certifications.

Qualification is divided into three distinct steps, which may be completed concurrently to expedite the process. The first step requires the completion of UL's rigorous training for DCIQ participants. Next, DCIQ requires a virtual or on-site assessment of the quality management system. Finally, the program requires a practical, on-site evaluation and observation.

When all steps of the program are complete, installers and integrators will be issued a unique certificate number that is verifiable and traceable via UL Product iQ®, a directory of certified products and qualified contractors. It is not transferrable between individuals or companies.

Verified personnel may apply for labels to affix to data center equipment, offering added reassurance.

Advantages for installers and integrators

DCIQ extends an opportunity to contracting companies that want to rise above their competition and demonstrate a clear commitment to quality data center operations. To qualify, individuals must take a UL designated training, complete an assessment of the quality management system and pass an on-site evaluation.

Installers and integrators who manage to complete the program should realize benefits such as:
- Faster commissioning through quicker turnaround time.
- Reduced liability risks due to third-party qualified professional integrators.
- Enhanced marketing claims that convey value to your customers
- Better-trained work force through third-party training and qualification.
- Enhanced training may minimize errors and reduce staff fatigue.
- Enhanced traceability as each unit is labeled with a unique certificate number.
- Helps demonstrate your company's commitment to excellence in the initial quality of data center assets.

Benefits for asset owners and manufacturers

While DCIQ is intended for installers and integrators, the program also gives distinct advantages for asset owners and equipment and system manufacturers as well, all at no cost.

Benefits for these stakeholders may include:
- Expedite ROI through faster turnaround times.
- Reduced liability risks by using third-party qualified professional integrators.
- Faster turnaround times through quicker regulatory approvals and the DCIQ label.
- More thorough equipment installations by using a third-party qualification process.
- Enhanced traceability as each unit is labeled with a unique certificate number.
- No additional cost to asset owners and equipment manufacturers.

Get started with DCIQ

The data center industry faces endless possibilities for expansion, as well as ongoing requirements to avoid obsolescence. Both factors substantiate the need for a way to identify vital integration and installation personnel.

DCIQ qualification connotes a dedication to data center excellence that comes through the completion of the rigorous program. It helps operators reassure their customers that their data will be safe, secure and available, in a growing industry where trust truly matters.

Learn how the Data Center Integrator Qualification Program helps demonstrate your commitment to quality and performance and begin your application at: ul.com/datacenters.

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