



Statement of Work

StruxureWare™ Data Center Expert Advanced Administration

Installation Service

Service

1.0 Executive Summary

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The StruxureWare Data Center Expert Advanced Administration service takes the basic configuration to the next level. Through this advanced configuration your file structure will be established providing you with the additional information you need to make educated decisions in your data center. Other advanced features include graphical device representation of your monitored devices viewable from the application GUI. In addition, Expert users will be established along with backup and SMTP settings.

By choosing the Data Center Expert Advanced Administration service, the customer will rest at ease knowing the foundation for their data center management is set up according to manufacturer specifications and structurally solid to build upon. When the service is complete, the customer will be able to open the tool set to manage the data center. Application registration will be established and the customer will be free to focus on core data center management needs.

This service is part of a complete StruxureWare Management Software Configuration Suite of services offered by Schneider Electric. Contact a Schneider Electric sales representative for more information on services designed to manage the data center from installation and configuration, to training and software maintenance, as well as customizable services that meet unique software integration or enhancement needs.

2.0 Features & Benefits

Features	Benefits
Adding users	Schneider Electric will add additional users to the Data Center Expert.
SMTP settings	Schneider Electric will configure SMTP settings to ensure that e-mails can be send to the Expert users.
Device grouping	Devices are ordered into logical groups in co-operation with the customer, which ensure an easy navigation.
Reporting	Schneider Electric will configure automated report delivery within Expert.
Backup Configuration	Schneider Electric will configure backup settings and schedule for the Expert to minimize your downtime and fast recovery of your data in case of breakdown.
Connect to StruxureOn	Schneider Electric will register the Data Center Expert server with StruxureOn providing visibility and live data directly to your smartphone.
Professional expertise	Ensures quality by using only Schneider Electric Certified Engineers with several years of industry experience.

3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described.

StruxureWare Management Advanced Configuration	
Activities	Description
Adding users	Schneider Electric will add users to the Expert according to the customer need. Designated users email addresses will be added with required privileges.
SMTP settings	Schneider Electric will enable the Expert capability to send out e-mails to users.
Device grouping	Schneider Electric will generate a customer specified device grouping. This includes importing background pictures, creating device groups/views and placing discovered devices.
Reporting	Schneider Electric will in co-operation with the customer enable customer specific reporting.
StruxureOn Connection	Schneider Electric will register the Data Center Expert server to StruxureOn and assist users in connecting their smartphones to StruxureOn..
Backup Configuration	Schneider Electric will enable a backup schedule that ensures fast recovery in the event of a disaster.

4.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:

- Schneider Electric will perform all services during the Schneider Electric business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- Schneider Electric will perform all work in an eight-hour day at one physical location.
- Schneider Electric Expert will be installed and operating at the service site prior to the service.
- The Expert software is upgraded to newest version prior to the service.
- All monitored devices covered by the service is discovered in the Expert and upgraded to newest firmware prior to the service.
- If the customer would like Schneider Electric to update firmware, he/she must contact a Schneider Electric sales representative for additional network integration services.

Additional services are offered as a natural expansion to this Statement of Work:

- StruxureWare Data Center Expert Alarm Threshold Configuration
- StruxureWare Data Center Expert Alarm Action Configuration
- StruxureWare Data Center Expert Alarm Profile Configuration
- StruxureWare Data Center Expert Remote Monitoring System Configuration
- StruxureWare Data Center Expert Network Management System Configuration
- StruxureWare Data Center Expert Building Management System Configuration
- StruxureWare Data Center Expert Surveillance Configuration

5.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will meet with the customer on the morning of the service to review the deliverables.
- Schneider Electric will assign discovered devices to their correct locations in the data center layout.
- Schneider Electric will install the desktop client on two laptops or workstations.
- Schneider Electric will configure backup schedule
- Schneider Electric will add users to the Expert software application
- Schneider Electric will group all monitored device in logical way.
- Schneider Electric will register the Expert server with StruxureOn.

6.0 Exclusions

The following items are outside the scope of this service offering. They can be provided through an alternative Schneider Electric service. Please contact a Schneider Electric sales representative for further details.

- Project management
- Firmware upgrades
- Configuration the customers network for the use of the application
- Training in Expert or other software products.

7.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric and the customer.

7.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule qualified engineer to perform service.
- Manage and coordinate scheduling of StruxureWare Data Center Expert Advance Administration Service.
- Ensure installation is performed to manufacturer specifications.
- Identify and document open Schneider Electric and/or customer issues.

7.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of minimum one person for the duration of the service that will interact with the Expert on a regular basis.
- Indicate to Schneider Electric any security clearance requirements when ordering service.
- Ensure that the Expert is installed and operational prior to the visit.
- Ensure that all devices covered by the service have been discovered in Expert and upgraded to newest firmware prior to the service.
- Provide a point of contact during time of service. Provide access to the data center and provide administrator access to Expert server.
- Provide Schneider Electric with site-specific policies that need to be adhered to during the visit.
- Provide Schneider Electric with the necessary information about the power setup in the data center.
- The customer will provide an appropriately sized jpg, bmp, png or gif image to be displayed in the map view.
- The customer will ensure a network share is available for Expert backup.
- The customer will ensure that a list of all users to be created in Expert is available.
- Provide a point of contact at the completion of service to sign off on completed work.
- The customer will ensure that firewalls allow access to StruxureOn. Further details about the requirements can be seen on www.struxureon.com.

8.0 Project Work Details

The following details of the project specify the schedule, location and successful completion criteria.

8.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric and the customer.

8.2 LOCATION

The configuration service will be performed on-site at the location indicated to Schneider Electric by the customer by the time of ordering the service.

8.3 COMPLETION CRITERIA

Schneider Electric is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric completes all the tasks described in the Details of Service of this Statement of Work.
2. This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

9.0 Pricing

The StruxureWare Data Center Expert Advanced Configuration Service (WNSC010103) is a component of the standard fixed-fee StruxureWare Management Software Configuration Suite. Pricing for the service components contained within a solution will be rolled up under StruxureWare Management Software Configuration Suite (WNSC01). Please contact your Schneider Electric sales representative for further details.

10.0 Terms and Conditions

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