1.0 Executive Summary

The StruxureWare™ Data Center Operation: Additional Module Installation service is for customers that have purchased additional modules such as IT Optimize, IT Power Control or Server Access as an example and wish to have them installed on a server they possess that meets or exceeds software operating requirements. This is a key part of an overall data center installation deployment. This service delivers the vital resources, and expertise, to effectively and efficiently install the Data Center Operation additional module for optimum performance.

A Schneider Electric Certified Engineer will be on-site to install and register the additional module(s) license keys in your environment. Please note in doing so access to a prior version will be disabled. This service is part of a complete StruxureWare Data Center 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
Pre-assessment	Schneider Electric will arrange for a pre-assessment discussion with the customer to identify any requirements.
Software Installation	The features of additional modules will be unlocked on the customer designated server.
Software Registration	License keys for the additional modules will be registered with Schneider Electric.
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.

Pre-Assessment	
Activities	**Description**
Pre-Assessment	Prior to going on site, Schneider Electric will contact the customer to discuss details regarding the service. This allows the customer the opportunity to review server system requirements that are critical to the service being delivered.

Installation	
Activities	**Description**
Data Center Operation: Additional Module Installation	Schneider Electric will install the additional module(s) to the latest available software.
	Schneider Electric will ensure data from external system is viewable in StruxureWare Data Center: Operation.

Discovery	
Activities	**Description**
Server discovery	Schneider Electric will discover servers in the customer data center based on the user credentials supplied by the customer.

Integration	
Activities	**Description**
Data Center Operation Integration	Schneider Electric will integrate the additional module with Data Center: Operation server. This requires that a configuration backup is available.

4.0 Deliverables

Installation deliverables to include:

- Schneider Electric will arrange a pre-assessment phone meeting.
- Schneider Electric will meet with you on the morning of the service to review deliverables.
- Schneider Electric will unlock the additional modules on Data Center Operation software by entering license keys.
- Schneider Electric will ensure communication with the additional modules(s) and Data Center Operation is established.

5.0 Assumptions

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

- Schneider Electric will perform all services during the APC business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- Schneider Electric will perform service at one physical location.
- The customer will ensure a server meeting or exceeding system requirements will be available prior to arrival.
- Schneider Electric will install the additional modules developed for Data Center Operation on a customer supplied dedicated server.
- Installing additional module(s) in a virtual environment or on a server running other software is outside the scope of this service and has to be done by the customer themselves.
- The customer will ensure that all APC, NetBotz, and third-party devices are connected to the network prior to arrival and firmware is up to date.
- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.

The following items are outside this Statement of Work (SOW). They can be provided through an alternative Schneider Electric service. Contact a Schneider Electric sales representative for further details.

- Project management is outside this SOW.
- Firmware upgrades is outside this SOW.
- Configuration of the customers network for the use of the application is outside this SOW.
- Upgrading firmware of utilized power devices is outside this SOW.
- NetBotz Appliance Configuration is outside this SOW.
- StruxureWare Expert configuration is outside the SOW.
- Training in StruxureWare Expert, Operation or other software products are outside this SOW.

6.0 Scope of Responsibility

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

6.1   SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule certified personnel to perform service.
- Execute the service as described in this Statement of Work.
- Identify and document open Schneider Electric and/or customer issues at end of service.

6.2   CUSTOMER RESPONSIBILITIES

- Schedule the attendance of minimum one person for the duration of the service that will interact with the StruxureWare Operations on a regular basis. ***This person must have root access credentials for installation to be successful.***
- Customer will provide access to a keyboard, video monitor, and mouse for the installation.
- Indicate to Schneider Electric any security clearance requirements when ordering service.
- Ensure that the Data Center: Operation is installed and operational prior to the visit.
- Provide a server meeting or exceeding system requirements for Data Center Operation: IT Optimize or Data Center Operation: Power Control installation.
- Schneider Electric recommends the server meet the following requirements:
    - Windows Environments: Windows 2008 is preferred.
    - Linux Environments: RH 5.4, SUSE 11
    - All OS versions may be either 32 or 64 bits
    - Minimum: Dual CPU's at least 2.0 GHz each
    - 2 GB of memory is the minimum requirement
    - 10 GB of disk space is the minimum requirement, 20+ GB is recommended
- If your network is not available during Data Center Operation: IT Optimize or Data Center Operation: Power Control installation, Schneider Electric will not be able to:
    - Register license keys
    - Receive data from StruxureWare Operation
    - Validate network address information
- Provide a point of contact at the completion of service to sign off on completed work.
- Provide access to the data center and provide administrator access to StruxureWare Data Center Expert server.
- Provide APC with site specific policies that need to be adhered to during the visit.
- Ensure that all necessary licenses for the installation are present.

7.0 Project Work Details

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

7.1   SCHEDULE

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

7.2   LOCATION

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

7.3   COMPLETION CRITERIA

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

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

8.0 Pricing

The StruxureWare^{TM} Data Center Operation: Additional Module Installation service (WNCS010213) is a component of the standard fixed-fee StruxureWare Data Center Software Configuration Suite. Pricing for each of the service components contained within a solution will be rolled up under StruxureWare Data Center Software Configuration (WNSC01).Contact your Schneider Electric sales representative for further details.

9.0 Terms and Conditions