



# Statement Of Work

# StruxureWare™ for Data Centers Program Management

Installation Service

Service

## Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Deliverables
- 6.0 Exclusions
- 7.0 Scope of Responsibility
- 8.0 Project Work Details
- 9.0 Pricing
- 10. Terms & Conditions

## 1.0 Executive Summary

Our StruxureWare™ for Data Centers Program Management service is the management of a collection of Professional Services that helps customers to install, configure, integrate, customize and enhance comprehensive DCIM software solutions that contain ETL integration or customization. They involve more complex, several day integrations and enhancements. By taking advantage of Program Management service, customers can save time, and money, while achieving specific business requirements and unique customization.

The service is adapted to the DCIM software solution which best match your goals, ensuring a great customer experience and software project success. The service represents 1 day of software deployment management which can be purchased in multiples, depending on the requirements of the individual project. Service will be performed by a Schneider Electric certified Software Deployment Architect and the details of the work activities to be performed will be outlined in a customer specific statement of work.

Schneider Electric has broad experience in deploying StruxureWare for Data Centers software in the DCIM environment. Please 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
Manage multiple Project Plans	Ensures goals are established and key deliverables are identified on a detailed DCIM deployment schedule.
Best practices	Provides a speedy and efficient rollout of the DCIM solution
Detailed reports	Allows you to keep your finger on the pulse of the project.
Professional expertise	Ensures quality by using only the Schneider Electric Software Program Managers with several years of industry experience.

## 3.0 Details of Service

Schneider Electric will manage the overall deployment of the chosen StruxureWare for Data Centers Software solution. Please contact your Schneider Electric sales representative to begin the process.

For individual service activities please review the respective Statement of Work.

Details of Service	
Activities	Description
<b>Conduct Program kick off meeting</b>	Gather stake holders to present deployment project plans, schedules and set expectations.
<b>Present Program Plan</b>	Periodically reviews key deliverables on a program project schedules.
<b>Develop Communication Plan</b>	Provides written and oral communication on the project plans.
<b>Identify Key Deliverables</b>	Conduct meetings to review the deployment project time sensitive deliverables so that future risk is resolved before problems occur.
<b>Schedule Management</b>	Establish and communicate a change management process that will identify impact to stake holders.
<b>Program Management Closure</b>	Upon completion of the DCIM solution the Program Manager will gather stake holders to review deliverables and ensure all activities are complete.

## 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).
- The scheduled on-site work time will be discussed and approved between Schneider Electric and the customer.

## 5.0 Deliverables

DCIM Program Management deliverables to include:

- Schneider Electric will work with the customer to develop a schedule and identify installation, configuration, integration, and customization milestones to compliment the DCIM software solution.
- Schneider Electric will arrange a pre-assessment phone meeting.
- Schneider Electric will meet with the customer on the morning of the service to review the deliverables.

## 6.0 Exclusions

All exclusions will be associated with the individual service activities outlined in the respective statement of work.

## 7.0 Scope of Responsibility

The scope of responsibility will be associated with the individual service activities outlined in the respective statement of work.

## 8.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric for the customer including 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 location of the development work will be discussed and approved between Schneider Electric and the customer.

### 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 customer specific statement of work
2. This service and statement of work are terminated for other reasons, within the Schneider Electric Customer Agreement.

## 9.0 Pricing

Pricing for the StruxureWare DC Program Management ((WNSWINTC – NAM, WNSWINTCR - ROW)) will be quoted dependent on the complexity of the deployment.

## 10.0 Terms and Conditions

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