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1.0 Executive Summary

Schneider Electric’s Managed Maintenance Service (MMS) offering provides an enhanced level of control over maintenance activities for customers utilizing the Vendor Management Service (VMS). Whereas VMS provides customers with a comprehensive solution for managing vendor maintenance contracts and coordinating maintenance activities, MMS adds the capability for on-site change management during the times when the data center is exposed to the greatest amount of risk.

Schneider Electric will provide a highly trained data center facilities expert to be on-site during critical maintenance events to supervise the work activity using a detailed Method of Procedure (MOP) and following strict protocols developed specially for critical facility maintenance activities.

The site specific knowledge developed during the program development phase, site walkthroughs and maintenance supervision allows Schneider Electric’s Field Project Managers to provide insights and recommendations for reliability improvements and program cost reductions.

2.0 Features & Benefits

Features	Benefits
Periodic Site Inspections	Identifies deficiencies and opportunities for site improvements.
On-Site Project Management	Reduces risk of error during service execution through strict oversight and enforcement of documented processes and procedures.
Change Management	Risk mitigation through development, implementation and continuous improvement of and quality systems review of site specific Methods of Procedure (MOPs).
Quarterly Business Review	Ensures client satisfaction through regular updates on service activities, outcomes, and recommended courses of action.
Service Trending Report	Provides client with service related data to enable more efficient data center operation and effective budgeting.

3.0 Details of Service

3.1 ON-SITE SERVICE DELIVERABLES

Activities	Description
Facility Familiarization	At the beginning of the project, Schneider Electric's dedicated Field Project Manager will perform a site inspection and collect facility documentation and drawings that will be used to create maintenance procedures that take into consideration all site systems, design features and limitations.
Procedure Development, Review and Approval	The Field Project Manager (FPM) develops Methods of Procedures (MOPs) using specialized templates that cover every aspect of the maintenance procedures, with integrated risk analysis, safety precautions, setup and preparation, detailed work steps, back-out procedures, approvals, and fields for recording measurements and recommended actions. All procedures are activity-specific, and are reviewed by Schneider Electric's Technical Quality Assurance team to assure conformance with process and technical standards. Customers are given the opportunity to review and approve MOPs prior to finalization.
Facility Walkthrough	At each visit and prior to any maintenance occurring, the FPM will perform a facility walkthrough to ensure all facility systems are in sufficient working condition to support the site during the maintenance event, and that any potential risks are identified, whether related to the scheduled activity or not.
Safety Oversight	The FPMs are fully trained in Schneider Electric's safety programs, with an emphasis on electrical safety. The FPM helps ensure that all procedure participants are following industry safe practices and customer safety protocols.
Service Activity Oversight	The FPM accompanies vendor service technicians on site and oversees service execution, enforcing documented procedures, customer work rules and industry best practices to deliver expected service outcomes. The FPM fills out the approved MOP during the maintenance procedure, ensuring that everything is done according to plan and that any exceptions or unexpected results are dealt with according to the established change control process.
Reporting	At the conclusion of the maintenance, the on-site customer contact will have the opportunity to review and sign off on the completed MOP. Any critical findings will be immediately communicated. Upon receipt of the vendor service report, the FPM will review it for accuracy and completeness, forwarding a copy to the customer on-site contact along with any further recommendations for action.
Emergency Dispatch	In the event of emergency event requiring presence of a vendor service technician at the client's premises, an FPM will be dispatched (when authorized by the client) to oversee execution of emergency maintenance activities. Such activities are billed out on a predefined Time and Materials rate.

3.2 QUARTERLY BUSINESS REVIEW & TRENDING REPORT DELIVERABLES

Activities	Description
<p>Quarterly Review</p>	<p>Within 30 days of the previous quarter's conclusion, a Quarterly Review will take place via conference call with the client and the client's service delivery team, including:</p> <ul style="list-style-type: none"> a. Project Manager b. Field Project Manager c. District Service Manager d. Service Sales Account Manager <p>During the Quarterly Review, Schneider Electric will share with the client a complete list of service events performed in the previous 90 days, including:</p> <ul style="list-style-type: none"> a. Description of events b. Assets impacted c. Financial analysis d. Summary of findings e. Recommended actions f. Associated outcomes and/or activities g. Trends and watch list items h. Vendor performance metrics <p>During the call, customer personnel are encouraged to express any comments or concerns pertaining to service delivery at their site(s).</p>
<p>Quarterly Report</p>	<p>At the time of the Quarterly Review, the client will be provided with a quarterly trending report. The report will contain in aggregate and by site (if applicable):</p> <ul style="list-style-type: none"> a. Summary of QBR data, findings and recommendations b. Equipment Aging Reports c. Maintenance activities by quantity by equipment discipline d. Maintenance expense by equipment discipline

4.0 Assumptions

The successful performance of the tasks defined in this Statement of Work is based on the following key assumptions:

- All services performed on-site by Schneider Electric and vendor service personnel will be executed during normal business hours unless otherwise requested by the customer.

5.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Develop sufficient familiarization with the client site, site systems, safety procedures, and site rules and regulations to effectively prepare maintenance procedures and supervise vendor maintenance activities.
- Develop site-specific methods of procedures for all equipment under contract.
- Perform site walkthroughs prior to maintenance to check for proper system operation.
- Oversee all maintenance activities and ensure adherence to documented procedures and client work rules.
- Actively participate in maintaining a safe work environment for all work activity participants.
- Submit Site Report and Maintenance Forms to the customer.
- Ensure all action items are completed.
- Inform and provide recommendations to the customer for out-of-scope maintenance items.
- Schedule and host quarterly business review with client.
- Deliver quarterly trending report to client

5.2 CUSTOMER RESPONSIBILITIES

- Provide access to all necessary site locations, drawings, manuals and facility documentation to allow for the development of accurate and complete maintenance procedures.
- Facilitate site access for Schneider Electric and vendor service personnel.
- Notify Schneider Electric of security clearance requirements for site access.
- Notify Schneider Electric of any site or customer specific mandatory safety training or protective equipment requirements.
- Provide a safe workspace for vendor service personnel.
- Sign the completed Maintenance forms after the intervention.
- Provide timely notification to Schneider Electric of any changes in the above items.

6.0 Project Work Details

This section contains information on those service components that either have optional levels of implementation with uplift charges for the higher levels, or are fully optional.

6.1 FACILITY WALKTHROUGH

A limited walkthrough of the immediate service area and key system components is included in the base service. For example, an offline maintenance on a UPS system would be preceded by a check on the redundant module(s), system control cabinet and generator status. Such checks are typically documented in the MOP, with the sole purpose of ensuring business continuity during the successful maintenance event.

As an add option, the FPM can perform a full facility walkthrough using a specially developed checklist that examines the status, working condition and environment of the critical facility infrastructure equipment. This inspection can be performed at any interval, either coincident with the scheduled PM service(s) or on a more frequent basis.

The completed checklist is delivered to the on-site customer contact at the conclusion of the walkthrough, containing the collected data, observations, risk notifications and recommendations for action.

6.2 EMERGENCY OR OUT-OF SCOPE DISPATCH

The fixed fee portion of the MMS contract covers the labor for scheduled maintenance events only. The contract also contains a labor rate schedule for any out-of-scope activities such as dispatch for emergency or corrective maintenance work where the customer desires a FPM to be present to implement change management and/or vendor supervision. Such activities are performed on a per-event basis, with specific customer authorization required for each occurrence. Possible contract add options would be for prepaid blocks of hours, and/or a specific response time SLA.

6.3 QUARTERLY REVIEW AND REPORT

A quarterly review will be held via conference call for every customer, unless specifically refused. The baseline QBR will be limited to 30 minutes, accompanied by a short-form report on the activities performed in the period. As an add option, a more detailed review and report is available that includes additional delivery team personnel, along with in-depth analysis of system performance along with recommendations for reliability and efficiency improvements.

7.0 Terms and Conditions

Schneider Electric standard terms and conditions apply.

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