

# About the Schneider Electric Customer Experience Improvement Program (CEIP)

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## Introduction

At Schneider Electric, our goal is to deliver products that meet our customer's requirements and provide value while delivering the best customer experience possible. Whilst we do collect customer feedback through surveys, interviews, and other field research, we have thousands of customers using our PowerChute™ and NMC solutions.

It is impossible to reach out to all of you to get feedback. To help our customers contribute to making our products better, we created the Customer Experience Improvement Program (CEIP).

By participating in the program, we will collect certain information about how PowerChute and the NMC is configured and used. This information will be used to improve the quality of our products, and you always have the option to turn this off whenever you wish.

The Customer Experience Improvement Program is available in PowerChute Serial Shutdown, PowerChute Network Shutdown, PowerChute Business Edition, and the Network Management Card (NMC).

## Frequently Asked Questions

### How does the CEIP work for PowerChute?

The CEIP service running in PowerChute gathers configuration and usage data from your deployment and automatically sends the data to Schneider Electric. Configuration data is typically collected on a weekly basis when the PowerChute service starts while User Interface usage data is sent as it occurs (typically within one minute). The data is completely anonymous and transferred securely via HTTPS.

### How does the CEIP work for the NMC?

The CEIP running on the NMC gathers configuration and Web UI usage data which is sent to Schneider Electric. When you first log into the Web UI, you will be asked if you want to participate in the CEIP for the Network Management Card. You will not be able to proceed without selecting your preference.

### What data does CEIP collect?

We collect certain information about how you configure and use our products. We use this information to help improve the features you use most often and to create solutions to common problems.

PowerChute & the NMC CEIP collects two classes of information:

- Configuration Data
- Web UI Usage Data

**Configuration Data** typically tells us how you have configured the PowerChute or the NMC. For example, it includes information such as the version installed, the operating system running, whether the system is virtualized or not, and which features you have enabled.

**User Interface Usage Data** helps us understand which features on the Web UI you use the most and the frequency. For example, it might include information such as how often you access the UI after the initial configuration and which pages are accessed most frequently.

CEIP uses these two classes of information to improve our products. The data is not shared with 3<sup>rd</sup> parties and is completely anonymous

**If I participate, can I opt out later?**

Yes. You can choose to end participation at any time.

**Will I be contacted by APC by Schneider Electric if I participate?**

No. The CEIP does not collect any customer contact information.