Statement of Work

StruxureWare™ Operation Labeling Service

Installation Service

Service

1.0 Executive Summary

The StruxureWare™ Operation Labeling Service provides the Schneider Electric Certified Engineer to utilize the features of the Mobile Data Center Assistant to coordinate the label creation and device identification within your data center. By labeling each rack and device, this service will quickly enable the customer to take advantage of the possibility to use barcodes in conjunction with the StruxureWare Mobile.

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
Placement of labels on the racks and IT devices contained within the customer data center.	Schneider Electric will free the customer from the task of creating and adding labels to equipment in the customer data center. This will quickly enable the customer to take advantage of the possibility to use barcodes in conjunction with the StruxureWare Mobile Datacenter Assistant.
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 Operation Labeling Service	
Activities	**Description**
Create label names	Schneider Electric will in co-operation with the customer create a naming scheme for the labels.
Print labels	Schneider Electric will print all labels.
Attach label	Schneider Electric will attach the labels to equipment in the customer data center.
Associate labels	Schneider Electric will associate labels with equipment within StruxureWare Operation.

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.
- The customer will ensure that all Schneider Electric, NetBotz, and third-party devices are installed and can be connected to the Schneider Electric private LAN network.
- The customer will ensure all cable runs between rooms and/or floors are run prior to arrival.
- The Customer will ensure that all required work has been completed prior to this service being performed.

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

- StruxureWare Operation Rack Mount Catalog Creation
- StruxureWare Operation Floor Layout Creation
- StruxureWare Operation Floor Equipment Identification
- StruxureWare Operation Device Assignment
- StruxureWare Operation Rack PDU Assessment
- StruxureWare Operation Power Dependency Configuration
- StruxureWare Operation Mobile Installation

5.0 Deliverables

Configuration deliverables to include:

- 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

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 of the customers network for the use of the application
- Training

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 Operation Labeling Service.
- Ensure installation is performed to manufacturer specifications.
- Identify and document open Schneider Electric and/or customer issues.

7.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the StruxureWare Operation Labeling Service can be conducted.
- Schedule the attendance of minimum one person for the duration of the service that will interact with the StruxureWare Operation on a regular basis.
- Indicate to Schneider Electric any security clearance requirements when ordering service.
- Provide a point of contact during time of service.
- Provide access to the data center
- 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.
  Provide a point of contact at the completion of service

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:

- 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.

9.0 Pricing

The StruxureWare Operation Labeling Service (WNSC010210) is a component of the standard fixed-fee StruxureWare Management Software Configuration Suite. Pricing for the service components contained within a solution will be aggregated 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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