Schneider Electric

Statement of Work

StruxureWare™ Data Center Operation Post Configuration Review

Installation Service

Service

1.0 Executive Summary

The StruxureWare™ Data Center Operation Post Configuration Review provides comprehensive overview that optimizes the value of the as configured StruxureWare Data Center Operation application. This knowledge transfer service increases the customer knowledge base, understanding, and ability to interface with the Operation product. The overview service provides the customer with an effective and concise process of transferring this critical knowledge to their operation and maintenance personnel. Schneider Electric has created standardized modules, but will customize it to the customer software solution if required.

Increasing the operators' knowledge is accomplished by completing the Schneider Electric modules presented during classroom and hands-on training. The 4 hour module addresses all aspects of the Operation solution, which the operator needs to be familiar with, to maximize the value of the deployed solution.

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
System-level overview	Provides the attendees with a clear understanding of the capabilities of the Operation solution.
Customer Specific curriculum	Knowledge transfer is tailored towards the specific solution implemented in the customer environment.
Interactive hands-on overview session	Facilitates an increased, in-depth understanding of operational capabilities by using hands-on knowledge transfer.
	Reviews the functions of the Operation application, including all practical aspects of Operation management planning.
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.

Data Center Operation Configuration Overview	
Activities	**Description**
Presentation	Schneider Electric will present the key features of the Operation application, allowing you to quickly take advantage of the functionality of the software management solution. This includes asset management, work flow functionality as well as alarm notifications.
Operation Manager Layout Review	Schneider Electric will demonstrate the rack and/or the floor layout view functions of the Operation application, allowing you to visualize the IT assets in the racks or the floor layout of your data center.
Interactive Knowledge Transfer	The opportunity to get hands-on overview on your own system will be provided.
Discussion	The opportunity to discuss how you can get the most out of Operation application in your data center environment will be provided.

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 that all cable runs between rooms and/or floors are run prior to arrival.

Additional services are offered as a natural expansion to this Statement of Work:
- StruxureWare Data Center Operation: Capacity Software Configuration – Optional Service
- StruxureWare Post Configuration Review , for StruxureWare Data Center Expert, Data Center Operation: Capacity, and Data Center Operation: Change

5.0 Deliverables

StruxureWare Data Center Operation Post Configuration Review deliverables to include:

- Schneider Electric will meet with the customer on the morning of the service to review the deliverables.
- Schneider Electric will provide modules configured to customer specific needs for use in classroom and during hands-on sessions.
- Schneider Electric will facilitate the knowledge transfer on site, post configuration and at the customer appointed facility.

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 BY SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule certified engineer to perform service.
- Manage and coordinate scheduling of StruxureWare Data Center Operation Post Configuration Review service.
- Identify and document open Schneider Electric and/or customer issues.

7.2   CUSTOMER RESPONSIBILITIES

- Identify dates and times when the StruxureWare Data Center Operation Post Configuration Review service can be conducted.
- Schedule the attendance of up to four persons for the duration of the service that will interact with the Operation modular 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 the necessary information about the power setup in the data center.
- Provide Schneider Electric with site specific policies that need to be adhered to during the visit.
- 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:

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

9.0 Pricing

The StruxureWare Data Center Operation Post Configuration Review Service (WNSC010403) 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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