Statement of Work

StruxureWare™ Data Center Operation Installation Service

Installation Service

Service

1.0 Executive Summary

The StruxureWare™ Data Center Operation Installation service is for customers that purchased the Operation module and wish to have the application installed on a server they possess that meets or exceeds software operating requirements. This is a key part of an overall Operation module deployment. This service delivers the vital resources, and expertise, to effectively and efficiently install the Operation module for optimum performance.

A Schneider Electric Certified Engineer will be on-site to install and register your Operation license keys in your environment in doing so access to a prior version will be disabled. This service is part of a complete StruxureWare for Data Centers Software Configuration Suite of services offered by Schneider Electric.

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
Pre-assessment	Schneider Electric will arrange for a pre-assessment discussion with the customer to identify any requirements.
Software Installation	The features of the Operation module will be unlocked on the customer designated server.
Software Registration	Operation licenses keys will be registered with Schneider Electric.
Network Configuration	Schneider Electric will configure the Operation module to run on your network
External system Configuration	Integrate the Operation module to a external system to allow users to view alerts generated by devices managed by Data Center Expert
Migration	Schneider Electric will migrate data from your existing Operation 6.x server
Cluster configuration	Schneider Electric will configure additional Operation server in a clustered setup
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.

Pre-Assessment	
Activities	**Description**
Pre-Assessment	Prior to going on site, Schneider Electric will contact the customer to discuss details regarding the service. This allows the customer the opportunity to review server system requirements that are critical to the service being delivered.

Installation	
Activities	**Description**
Data Center Operation	Schneider Electric will install the Operation module to the latest available software
	Schneider Electric will configure the network address information.
	Schneider Electric will configure users
	Schneider Electric will ensure data from external system is viewable in Operation

Migration	
Activities	**Description**
Data Center Operation migration	Schneider Electric will migrate data from existing Operation 6.x servers. This requires that a configuration backup is available.

Cluster Configuration	
Activities	**Description**
Data Center Operation cluster configuration	Schneider Electric will configure your servers in a cluster setup to ensure that the servers in the cluster are working as intended.

4.0 Deliverables

Installation deliverables to include:
- Schneider Electric will arrange a pre-assessment phone meeting.
- Schneider Electric will meet with you on the morning of the service to review deliverables.
- Schneider Electric will rack mount the customer provided server, power and network cables.
- Schneider Electric will unlock the Operation software by entering license keys.
- Schneider Electric will ensure communication with the Expert module is established.

5.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:
- Schneider Electric will perform all services during the APC business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- Schneider Electric will perform service at one physical location.
- The customer will ensure a server meeting or exceeding system requirements will be available prior to arrival.
- Schneider Electric will install Operation on a customer supplied dedicated server.
- Installing Operation in a virtual environment or on a server running other software is outside the scope of this server and has to be done by the customer themselves.
- The customer will ensure that all APC by Schneider Electric, NetBotz, and third-party devices are connected to the network prior to arrival and firmware is up to date.
- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.

The following items are outside this Statement of Work (SOW). They can be provided through an alternative Schneider Electric service. Contact a Schneider Electric sales representative for further details.
- Project management is outside this SOW.
- Firmware upgrades is outside this SOW.
- Configuration of the customers network for the use of the application is outside this SOW.
- Upgrading firmware of utilized power devices is outside this SOW.
- NetBotz Appliance Configuration is outside this SOW.
- Expert configuration is outside the SOW.
- Training in Expert, Operation or other software products are outside this SOW.
- Provide a point of contact at the completion of service to sign off on completed work.
- Provide access to the data center and provide administrator access to Expert server.
- Ensure that all necessary licenses for the installation are present.
- Provide APC with site-specific policies that need to be adhered to during the visit.

6.0 Scope of Responsibility

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

6.1   SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule certified personnel to perform service.
- Execute the service as described in this Statement of Work.
- Identify and document open Schneider Electric and/or customer issues at end of service.

6.2   CUSTOMER RESPONSIBILITIES

- Schedule the attendance of minimum one person for the duration of the service that will interact with the Operation on a regular basis.
- Customer will provide access to a keyboard, video monitor, and mouse for the installation.
- Indicate to Schneider Electric any security clearance requirements when ordering service.
- Ensure that the Expert is installed and operational prior to the visit.
- Provide a point of contact during time of service.
- Provide a server meeting or exceeding system requirements for Operation installation.
- If your network is not available during Operation installation, Schneider Electric will not be able to:
    - Register license keys
    - Receive data from Expert
    - Validate network address information
    - Configure Cluster setup

7.0 Project Work Details

The following details of the project specify the schedule, location and successful completion criteria.

7.1   SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric and the customer.

7.2   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.

7.3   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.

8.0 Pricing

The Operation Installation Service (WNCS010212) is a component of the standard fixed-fee StruxureWare for Data Centers Software Configuration Suite. Pricing for the service components contained within a solution will be rolled up under StruxureWare for Data Centers Software Configuration (WNSC01).Contact your Schneider Electric sales representative for further details.

9.0 Terms and Conditions