Schneider Electric

Statement of Work

1.0 Executive Summary

The 1-Year and 3-Year Software Support Contracts provide telephone technical support for the StruxureWare Data Center Expert and StruxureWare Data Center Operation software, including all software updates available during the term of the contract. These contracts are necessary for the 25 nodes pre-installed on the StruxureWare Data Center Expert server, and for any additional StruxureWare Data Center Expert or StruxureWare Data Center Operation license keys purchased.

When multiple StruxureWare Data Center Expert servers, StruxureWare Data Center Expert license keys, and StruxureWare Data Center Operation license keys are purchased, an individual software support contract must be purchased for each server and each license key.

Any customer having an expired contract for one or more of the following products **must first purchase software support coverage from the date the previous contract ended up to the current date** before purchasing additional software support contracts to extend their coverage:

StruxureWare Data Center Expert	Data Center Operation: IT Optimize
StruxureWare Data Center Operation	Data Center Operation: IT Power Control
StruxureWare Data Center Operation for Colo	Data Center Operation: Server Access
StruxureWare Data Center Operation: Cluster Node	Data Center Operation: Cooling Optimize
Data Center Operation: Capacity	Data Center Operation: Energy Efficiency
Data Center Operation: Change	Data Center Operation: Insight

2.0 Features & Benefits

Features	Benefits
One year or three years of software support	Provides upgrades, bug fixes, and complete support for the entire product operational life. See the End of Life Policy posted on dcimsupport.apc.com.
24 X 7 customer service support with toll free call-in telephone number for NAM only	Customers receive a toll free technical support number. Call center professionals are available 24 hours a day, 7 days a week. Outside normal business hours, technical support is available in English, and is reserved for critical needs only.
8 X 5 customer service support for APJ ANZ, EMEA, LAM and GCN	Customers receive a local technical support number. Call center professionals are available during standard business hours only.
Support contract assistance and Support Entitlement Certificate	Customers receive assistance from the Technical Support team to make sure their product and support contract is properly recorded. An email Support Entitlement Certificate provides a detailed record of the product registration, along with the support expiration date and the passcode.
Support contract duration options	The 1-Year protection option offers the lowest cost solution; the 3-Year option offers the best value.

3.0 Details of Service

Schneider Electric will perform each of the following service activities:

Warranty	
Activities	**Description**
Create support contract	The Schneider Electric Entitlements team will assist the customer in the registration process. Schneider Electric will create the support contract and provide the customer with a Support Entitlement Certificate and passcode via e-mail to be registered on dcimassets.schneider-electric.com.
Provide customer telephone support	Schneider Electric will provide 24 X 7 technical telephone support for NAM. Schneider Electric will provide 8 X 5 technical support in APJ, ANZ, EMEA, LAM and GCN regions.
Provide software support and upgrades	The Software Support Contract provides technical support and configuration assistance for Data Center Expert, Data Center Operation and associated modules
	Software Support Contracts entitle customers to all software upgrades and/or updates, which include new features and product enhancements and are available by download through the dcimassets.schneider-electric.com or by contacting the Schneider Electric Technical Support Team.

4.0 Assumptions

The successful performance of the service activities is based on the following key assumptions:

- The customer has purchased a Software Support Contract and any additional license keys for Data Center Expert or StruxureWare Data Center Operation.
- The customer has purchased Software Support Contracts prior to transferring any legacy license keys to current StruxureWare Data Center Expert.
- Schneider Electric has provided guidance on the product's service life span limits at time of purchase. See the End of Life Policy posted on dcimsupport.apc.com.

The following items are outside the scope of the Software Support Contract. Please contact your certified Schneider Electric sales representative for more details.

- Non- StruxureWare for Data Centers products
- StruxureWare for Data Centers products that are end of life
- Non- Schneider Electric changes that void warranty
- ETL and other custom integrations supported under a service contract
- Customer environment such as virtual machines, network, devices, etc.

5.0 Scope of Responsibility

The items stated here are responsibilities to and from both Schneider Electric and customer. By purchasing a software support contract the customer agrees to make a good faith effort to furnish all necessary information listed or requested to aid support and problem resolution.

5.1   SCHNEIDER ELECTRIC RESPONSIBILITIES

- Provide Schneider Electric Service Certificate.
- Provide 24 X 7 telephone technical support for NAM. After hours technical support is available for critical issues and in English only.
- Provide 8 X 5 telephone technical support in APJ, ANZ, EMEA, LAM and GCN regions.
- Provide all Software upgrades and/or updates for StruxureWare Data Center Expert and StruxureWare Data Center Operation and associated modules.
- On-site support requires an additional support contract.

5.2   CUSTOMER RESPONSIBILITIES

- Provide the StruxureWare Data Center Expert product model and serial number, MAC address, registration information, and allocated hardware if installed on a virtual appliance.
- Purchase the appropriate software support contracts prior to transferring any legacy license keys to the current StruxureWare Data Center Expert.
- Provide StruxureWare Data Center Operation license names, one-time passcodes, and registration information.
- Contact the Schneider Electric Technical Support team when an issue occurs.
- Provide details of the issue including: exact error messages, whether issue can be replicated, hard drive space available, business impact due to the issue, urgency, priority or any other pertinent information to identify the problem.
- Provide log files and screen shots as required.
- Provide a backup if requested to do so.
- Provide a point of contact during time of service.
- Allow access to the system when needed.

6.0 Terms and Conditions

APC standard terms and conditions apply.