



1.0 Executive Summary

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Proactive management and monitoring of single phase UPS systems supporting critical IT and networking equipment are key components of an effective operating strategy for business continuity. The fact is, not all organizations have the in-house capability to effectively manage large fleets of UPS assets across the entire enterprise, from the corporate data center to branch office computer rooms and network closets. Addressable issues often go undetected and are not discovered until a resulting downtime event has occurred. Further complications can arise when skilled hands and parts are not available to quickly resolve the problem. The business is impacted by unforeseen costs and localized downtime. Productivity is lost as resources scramble to identify the source of the issue, make necessary arrangements for resolution, and await the arrival of required parts and/or technical expertise.

A combination of remote monitoring, on-site warranty, and dedicated contract management, Schneider Electric's Single Phase UPS Fleet Management Service provides customers an enterprise-wide option to minimize business interruptions, decrease meantime to repair, prevent out-of-pocket costs, and effectively plan and budget for lifecycle management of aging UPS fleets.

2.0 Features & Benefits

Features	Benefits
Remote Monitoring Service	Proactive monitoring and event notification of potential issues, minimizing business interruptions and decreasing mean time to repair (MTTR) when a failure occurs.
Proactive Technical Support	Proactive troubleshooting in the event a failure has occurred, including parts replacement, on site diagnosis, dispatching of Field Service Engineers (FSEs) if required.
Extended Warranty	Parts coverage eliminates unplanned out-of-pocket expense.
Local Fleet Management Program Owner(s)	Subject Matter Expert (SME) for all local Fleet Management contracts enhances service experience and facilitates quality execution with knowledge of customer sites, processes, service level agreements (SLA). SME ensures Schneider Electric meets SLA, and serves as point of escalation for operational issues.
Risk Mitigation Reporting	Access to enhanced end user reports including: Device age, battery events, battery runtime events, and devices that are in or nearing overload condition. Allows the client to mitigate potential issues and also plan for equipment lifecycle refreshes/upgrades or redeployments.
On Site Service	Provides skilled Field Service Engineer at customer site for replacement of failed parts/unit .

3.0 Details of Service

Activities	Descriptions
Remote Monitoring Service	<ul style="list-style-type: none"> a. 24x7 Expert Monitoring b. Proactive Service Response c. Alarm Notification d. Trending Analysis e. Web Portal
Proactive Technical Support	<p>Physical infrastructure threats can be anticipated, identified and resolved quickly and accurately. Proactive troubleshooting is triggered by a pre-defined Remote Monitoring Service alarm notification.</p> <ul style="list-style-type: none"> a. Schneider Electric will receive immediate notification of physical infrastructure alarms. b. Schneider Electric will notify and work with the customer to diagnose the problem. c. In accordance with the On-Site Service component of the Single Phase UPS Fleet Management service contract and if required, the technical support team will facilitate the on-site service dispatch of a Schneider Electric technician to the customer's site. Prior to arrival on site, the technician will be briefed by technical support with all pertinent information related to the dispatch.
Extended Warranty	<p>An extension of factory warranty coverage beyond the UPS's original factory warranty term.</p> <ul style="list-style-type: none"> a. Replacement parts & components are included b. Offers you free shipping, making sure you get the replacements you need with no additional expense.
Local Fleet Management Program Owner(s)	<p>A dedicated point of access to a team that understands the specifics of your Single Phase UPS Fleet Management Contract, including:</p> <ul style="list-style-type: none"> a. Knowledge of customer sites b. Knowledge of customer processes c. Knowledge of service level agreements (SLA) <p>Fleet Management Program Owners ensure service quality and serve as escalation points for any operational issues.</p>
Risk Mitigation Reporting	<p>To allow for improved risk mitigation and fleet lifecycle management, Schneider Electric will deliver a monthly report to include potential problem areas with recommended solutions, contract status information and configuration advice.</p>
On-Site Service	<p>Provides Schneider Electric CPCS authorized technicians on location within a specified period of time to diagnose, repair and test in the event of a failure.</p>

4.0 Assumptions

The successful performance of the tasks defined in this Statement of Work is based on the following key assumptions:

- All UPS systems greater than 3 years of age at beginning of contract term will have had full battery replacement within 180 days of contract start date.
- All UPS systems will have an installed Network Management Card (NMC)
- All UPS systems are located in one country
- All known equipment deficiencies and/or deferred maintenance items have been communicated by the customer to Schneider Electric
- Customer is responsible for providing and paying for electrician services when replacing a hardwired unit
- All services performed on-site by Schneider Electric CPCS will be executed during Schneider Electric CPCS business hours unless otherwise requested by the customer. These hours are Monday through Friday from 8am to 5pm weekly, local time. Exceptions are holidays.
- All services are performed on-site by qualified Schneider Electric CPCS service personnel and within normal business hours.
- Response time is defined as elapsed time between when Schneider Electric CPCS technical support determines an on-site visit is necessary and the time the FSE Arrives at the customer's site.
- Troubleshooting is required in the event Schneider Electric determines there may be a site or environmental cause for equipment failure

5.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Activate the Remote Monitoring Service
- Provide 7x24 monitoring of registered devices
- Notify the customer via phone and/or email of events
- Obtain data for trend analysis
- Provide monthly report including advice on new firmware and best practices
- Perform all of the On-site service tasks.
- Submit Site Forms to the customer.
- Inform and provide recommendations to the customer about any action items not included in the SOW (statement of work).
- Provide 'next business day' shipment of battery or parts, at no extra charge to and from the customer's site.

5.2 CUSTOMER RESPONSIBILITIES

- Disclose any known equipment deficiencies and/or deferred maintenance items.
- Facilitate site access for vendor service personnel.
- Notify Schneider Electric of security clearance requirements for site access.
- Notify Schneider Electric of any site or customer specific mandatory safety training or protective equipment requirements.
- Provide an on-site point of contact during time of service.
- Provide a point of contact for receipt of units and components.
- Provide the product model and serial numbers and registration information.
- Set and maintain the contacts for event notifications
- Select the devices to be monitored
- Configure the Remote Monitoring Service
- Confirmation of ship to addresses

6.0 Terms and Conditions

Schneider Electric standard terms and conditions apply.

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