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1.0 Executive Summary

The NetBotz Configuration service is a key part of an overall Struxureware deployment. This service delivers the vital resources, expertise, and tools to effectively and efficiently configure the NetBotz solution for optimum performance. A Schneider Electric certified engineer will integrate the deployed NetBotz solution into the customer network, allowing for real-time remote monitoring of the physical environment of your IT infrastructure. The system will be tailored to the customer's unique requirements, implementing your choice of notification strategies and incorporating your existing Enterprise Management Solution. A product overview on the proper use and administration of the NetBotz appliance interface and feature set will be available for the customer's operation staff.

The NetBotz Configuration service is available for all NetBotz appliances version 2.0 or above.

This service is part of a complete suite of project services offered by Schneider Electric Software Services. Contact your sales representative for more information on services designed to manage your data center from installation and configuration, to training and software maintenance, as well as customizable services to meet your unique software integration or enhancement needs.

2.0 Features & Benefits

Features	Benefits
System Integration	Provides a remotely manageable, fully integrated NetBotz solution that allows for real-time device monitoring and immediate event notification.
Interactive Overview Session	Provides a hands-on opportunity to gain a basic understanding of the NetBotz physical threat monitoring system. <i>* A more comprehensive administrator training is available separately.</i>
Set Points / Thresholds	Includes the determination of appropriate set points and thresholds, discussion with the customer, and documentation of agreed upon values.
Professional Expertise	Ensures quality by using only qualified network integration engineers with several years of industry experience in networking and system administration.

3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described.

Configuration	
Activities	Description
NetBotz Appliances	Schneider Electric will configure the NetBotz appliances with the appropriate network settings and security settings as supplied by the customer.
	Schneider Electric will configure the alert profiles, notification methods, alert recipients, advanced scheduling, and escalation process.
	Schneider Electric will ensure all NetBotz appliances are upgraded with the latest firmware to promote stable and secure operation of the system.
Cameras & Environmental Sensors	Schneider Electric will configure all NetBotz Camera Pods, Sensor Pods, and external sensors with appropriate location identifiers, device thresholds, and settings.
	Schneider Electric will adjust zoom and focus on the Camera Pods for optimum camera performance.
	Schneider Electric will create custom sensor types as required to monitor third-party devices via dry contact and 0-5V sensors.

Integration	
Activities	Description
NetBotz Appliances	Schneider Electric will integrate with supported Enterprise Management Systems as required by the customer.
	Schneider Electric will test notifications and the alert escalation policy.
	Schneider Electric will configure automated report delivery from the NetBotz Appliances.
Cameras & Environmental Sensors	Schneider Electric will create custom sensor types as required to monitor third-party devices via dry contact and 0-5V sensors.
	Schneider Electric will configure NetBotz CCTV Adapter Pods for integration with third-party CCTV cameras.

Overview	
Activities	Description
NetBotz Appliances	Schneider Electric will review the practical functions of the NetBotz appliances, including firmware, security, logging, and alerting from the NetBotz Advanced View.
	Schneider Electric will review important features, benefits, and reporting capabilities of the installed hardware.
Cameras & Environmental Sensors	Schneider Electric will review and identify critical thresholds, security features, and user-configurable options.
	Schneider Electric will review the detailed list of events that can be generated by a device and identify escalation needs.

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 customer will ensure that all assembly work will be done prior to arrival.
- The customer will ensure that all Schneider Electric, NetBotz, and third-party devices are connected to the network prior to arrival.
- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.
- The customer will provide an appropriately sized jpeg image to be displayed in the map view.
- The customer will assume responsibility for the configuration of the third party network management station.
- Schneider Electric will configure the solution within the time determine by the ISX designer solution.

5.0 Deliverables

Configuration deliverables include:

- Schneider Electric will provide documentation for all work performed on-site along with a list of configured set points and thresholds.
- Schneider Electric will provide an overview for up to a limit of two (2) attendees.
- Integrate all NetBotz products for remote monitoring and management.
- Facilitate integration of NetBotz appliances with third party Enterprise Management Solutions.

6.0 Exclusions

The following items are outside the scope of this standard service offering. They can be integrated into a customized Statement of Work (SOW) at your request. Please contact your certified Schneider Electric sales representative for more details.

- Project management
- Equipment not provided by APC
- Support for third-party equipment
- StruxureWare Data Center Expert Administrator training
- NetBotz physical Installation
- PowerChute Network Shutdown installation and configuration

7.0 Scope of Responsibility

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

7.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule certified personnel to perform service
- Configure and test NetBotz appliances
- Provide overview of the practical functions of the NetBotz solution

7.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of all personnel to attend the NetBotz product overview
- Indicate to Schneider Electric any security clearance requirements when ordering service
- Ensure the NetBotz solution is physically installed prior to the visit
- Provide access to the NetBotz system
- Identify switch-ports and static IP addresses for Schneider Electric networked devices
- Provide site-specific policies that need to be adhered to during the training to Schneider Electric at least 48 hours in advance of the scheduled service
- Terminate dry contact cables and sensors inside Fire Alarm panels, EPO switches, Chillers, AC Units, Generators and any other equipment that require trained personnel for service
- Identify personnel who can represent the customer to ensure product placement, and cable termination

8.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric for the customer with specifications to 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 one of the following occurs:

1. Schneider Electric completes all the tasks described in 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 Netbotz Configuration Service is a standard fixed-fee service. The time required to complete the service is calculated through the InfraStruXure Designer tool, and is priced for one on-site visit for up to eight (8) normal business hours (WCONFIG1NB-NB-10). Additional days (WCONFIG2NB-NB-10) may be purchased for additional service work that cannot be completed in one-site visit, discounts are not applicable.

Configurations completed outside of InfraStruXure Designer will be manually quoted using (WCONFIGNBQ-NB-20) based on one engineer being on-site eight (8) normal business hours. Additional quantities of this sku can be purchased for configurations that take additional days.

Pricing for this service is available by contacting your APC sales representative.

10.0 Terms and Conditions

APC standard Terms and Conditions apply. The information provided in this Statement of Work cannot be used or duplicated, in full or in part. Other uses for this document are prohibited without written consent from Schneider Electric. All documentation, photographs, thermal imaging or other information provided by the customer, or gathered at the customer site, will be for internal Schneider Electric use only and used solely for the purpose of report generation, analysis and recommendations.

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