



Statement of Work

StruxureWare™ Management Software Configuration Base

Installation Service

Service

1.0 Executive Summary

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The StruxureWare™ for Data Centers Management Software Configuration Base service is the foundation for all other service activities contained in the StruxureWare for Data Center Software Configuration Suite. By including the mandatory service, the customer will rest at ease knowing the foundation for their data center management is set up according to manufacturer specifications and structurally solid to build upon. When the service is complete, the customer will be able to open the tool set to manage the data center. The application registration will be established and the customer will be free to focus on core data center management needs.

This service is a mandatory component of the complete suite of software configuration services offered by Schneider Electric Software. 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. Additional services include but not limited to the following:

- StruxureWare Expert Software Configuration – Optional Service
- StruxureWare Operation Software Configuration – Optional Service
- StruxureWare Capacity Software Configuration – Optional Service
- StruxureWare Configuration Insight - Optional Service

2.0 Features & Benefits

Features	Benefits
Pre-assessment	Schneider Electric will arrange for a pre-assessment discussion with the customer to identify any requirements.
Customer meeting	The onsite customer meeting will ensure that all pre-assessment criteria has been met and set expectation for the remaining features of the service.
License Registration	All licenses purchased by the customer will be registered and activated.
Client Installation	Schneider Electric will install client software on two (2) computers on the customer network.
Final Inspection	Schneider Electric will make sure that everything has been configured as to the expectations.
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 Management Base Configuration	
Activities	Description
Pre-assessment	During the pre-assessment a Schneider Electric representative will together with the customer review the deliverables. The pre-assessment meeting will be performed over the phone.
On-site Meeting	The Schneider Electric representative will together with the customer discuss the final details about the installation and together set the expectation for the installation.
Register Licenses	Schneider Electric will register all the licenses the customer has purchased to this installation and also activate the appropriate software modules.
Install Client	The Schneider Electric representative will install a maximum of two (2) PC's with the purchased client software
Final Inspection	Schneider Electric will make sure the expectation set between the Schneider Electric representative and the customer has been completed
Overview	The Schneider Electric representative will briefly demonstrate how to log in to the system.

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 APC by 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 Expert Software Configuration
- StruxureWare Operation Software Configuration
- StruxureWare Capacity Software Configuration
- StruxureWare Post Configuration Insight

5.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will arrange a pre-assessment phone meeting.
- Schneider Electric will meet with the customer on the morning of the service to review the deliverables.
- Schneider Electric will register and activate all purchased license keys.
- Schneider Electric will install the desktop client on two laptops or workstations.
- Final inspection

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 an Schneider Electric sales representative for further details.

- Project management
- Firmware upgrades
- Configuration of the data center software management solution
- 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 RESPONSIBILITIES

- Schedule qualified engineer to perform service.
- Manage and coordinate scheduling of StruxureWare Management Base Service.
- Ensure installation is performed to manufacturer specifications.
- Configure StruxureWare Expert with the customer's network settings and installation of any additional purchased StruxureWare® Expert discovery of Schneider Electric devices.
- Identify and document open Schneider Electric and/or customer issues.

7.2 CUSTOMER RESPONSIBILITIES

- Understands the Follow On Preparation Service is a mandatory service for each additional day beyond day one until service is fully implemented.
- Schedule the attendance of minimum one person for the duration of the service that will interact with the StruxureWare Expert 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 site-specific policies that need to be adhered to during

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:

- 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.

9.0 Pricing

The StruxureWare Management Software Configuration Base Service (WNSC010101) is a component of the standard fixed-fee StruxureWare Management Software Configuration Suite. Pricing for the service components contained within a solution will be rolled up under StruxureWare Management Software Configuration (WNSC01) Please contact your Schneider Electric sales representative for further details.

10.0 Terms and Conditions

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