



# Statement of Work

# StruxureWare™ Expert Basic Administration

Installation Service

Service

## 1.0 Executive Summary

The StruxureWare™ Expert Basic Administration service ensures that your StruxureWare Expert software will be ready to use in your environment. A Schneider Electric certified engineer will configure and discover supported SNMP devices on your network enabling you to quickly take advantage of your StruxureWare Expert monitoring solution.

This service provides the customer with the assurance that the StruxureWare Expert software has been installed and the Schneider Electric or 3<sup>rd</sup> party devices you will be managing are discovered. This service is part of a complete StruxureWare Management 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

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Features	Benefits
Rack mounting of StruxureWare Expert Appliance (if purchased)	Mounting of the StruxureWare Expert server appliance in a rack location provided by the customer.
StruxureWare Expert Software Installation	Schneider Electric will provide the customer with an application note advising the customer on how to install StruxureWare Expert software in their VMWare environment.
Upgrade	Schneider Electric will ensure that the software for your version of StruxureWare Expert is up to date with the most recent upgrades.
Device discovery	Schneider Electric or 3 <sup>rd</sup> party devices will be discovered on the Schneider Electric private LAN of the StruxureWare Expert up to the amount specified by the licenses.
Network Configuration	Schneider Electric will configure the StruxureWare Expert to run on your public and private network
Date and Time Synchronization	Schneider Electric will configure the date and time to ensure reports accurately represent the time they were run.
Firmware upgrade Schneider Electric devices	Schneider Electric will upgrade the monitored Schneider Electric devices to the newest available firmware.
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.

StruxureWare Expert Basic Administration	
Activities	Description
<b>StruxureWare Expert Appliance Administration</b>	Schneider Electric will rack mount the server and attach the customer-provided network cable and power cable.
	Schneider Electric will upgrade the software on the StruxureWare Expert Appliance to the latest available software
	Schneider Electric will configure the public and private network address information. If the customer is installing on a virtual machine Schneider Electric will configure once the customer has installed the software in the virtual environment.
	Schneider Electric will provide and application note for installing in a virtual environment.
<b>Device discovery</b>	Schneider Electric will configure the Date and Time settings.
	Schneider Electric will ensure all installed SNMP devices on Schneider Electric private LAN are properly communicating with the StruxureWare Expert Appliance.
<b>Firmware update</b>	Schneider Electric will firmware update all discovered Schneider Electric devices.

### 4.0 Assumptions

The successful performance of the tasks defined in the Statement of Work (SOW), are based on the following key assumptions which are agreed to by Schneider Electric.

- 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 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.
- Schneider Electric is not responsible for the installation of software in the virtual environment. Once install Schneider electric will configure the public and private network.
- Schneider Electric will provide the customer with authorized service personnel to install the StruxureWare Expert Appliance or software during the Basic Administration of the system.
- Schneider Electric will provide and application note to the customer for installing in a virtual environment.
- Schneider Electric will provide the customer with a checklist indicating that the appliance was properly installed and checked for functionality in basic modes of operation to ensure compliance with all Schneider Electric technical specifications.

If your network is not available during StruxureWare Expert Basic Administration, Schneider Electric will not be able to:

- Register license keys
- Perform auto discovery
- Validate network address information
- Update firmware

**Additional services are offered as a natural expansion to this Statement of Work:**

- StruxureWare Expert Advanced Administration
- StruxureWare Expert Alarm Threshold Configuration
- StruxureWare Expert Alarm Action Configuration
- StruxureWare Expert Alarm Profile Configuration
- StruxureWare Expert Remote Monitoring System Configuration
- StruxureWare Expert Network Management System Configuration
- StruxureWare Expert Building Management System Configuration
- StruxureWare Expert Surveillance Configuration

## 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 install StruxureWare Expert Server.
- Schneider Electric will update firmware on discovered Schneider Electric devices.
- Schneider Electric will perform auto discovery.

## 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 a Schneider Electric sales representative for further details.

- Project management
- Configuration of the customers network for the use of the application
- Training in StruxureWare Expert or other software products

## 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 engineer to perform service.
- Manage and coordinate scheduling of StruxureWare Expert Basic Administration 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 SNMP devices.

## 7.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the StruxureWare Expert Basic Administration Service can be conducted.
- Provide rack space to mount the StruxureWare Expert server appliance.
- Provide a server if the solution is StruxureWare Expert software.
- Provide Ethernet cable and power cable to the StruxureWare Expert Appliance.
- Provide network settings to allow StruxureWare Expert to be viewable on the customer's network.
- Notify Schneider Electric engineer of any security clearance requirements prior to arrival on site.
- Provide a point of contact during time of service.
- Provide a point of contact at the completion of service to sign off on completed work.

## 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 Expert Basic Administration Service (WNSC010102) is a component of the standard fixed-fee InfraStruXure Management Software Configuration Suite. Pricing for the service components contained within a solution will be rolled up under InfraStruXure Management Software Configuration (WNSC01). Contact your Schneider Electric sales representative for further details.

## 10.0 Terms and Conditions

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