

## Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Deliverables
- 6.0 Exclusions
- 7.0 Scope of Responsibility
- 8.0 Project Work Details
- 9.0 Pricing
- 10. Terms & Conditions

## 1.0 Executive Summary

The StruxureWare™ Data Center Expert Alarm Action Configuration is a service activity component of the StruxureWare Data Center Expert configuration within the StruxureWare Management Software Configuration Suite. The service provides the customer with the Schneider Electric Certified Engineer to assist in making the decision as to what type of alarm they prefer.

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

Features	Benefits
Alert Action Configuration	Schneider Electric, in co-operation with the customer, will identify and configure the alarm action when a monitored device threshold has been reached. This ensures the correct people or systems are notified in the event of an alarm.
Professional expertise	Ensures quality by using only the 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 Data Center Expert Alarm Action Configuration	
Activities	Description
Alarm action type	Schneider Electric will in co-operation with the customer configure alarm action types. As an example, an e-mail alarm action or http post could be generated when a monitored device hits the designated threshold.
Alert Severities	Schneider Electric in co-operation with the customer will determine which alarm severity should be associated with the alarm action. This ranges from information to failure.
Additional alert information	If the customer wishes additional information can be send with the alarm action. This could be graphs and/or pictures.

## 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 Schneider Electric, NetBotz, and third-party devices are installed and can be monitored by the Expert modular. The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.
- The customer will ensure that the Expert has been configured according to the Expert Basic Administration service or equivalent.

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

- StruxureWare Data Center Expert Alarm Threshold Configuration
- StruxureWare Data Center Expert Alarm Profile Configuration
- StruxureWare Data Center Expert Remote Monitoring System Configuration
- StruxureWare Data Center Expert Network Management System Configuration
- StruxureWare Data Center Expert Building Management System Configuration
- StruxureWare Data Center 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 configure Alarm Actions on the Expert modular.

## 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
- Firmware upgrades
- 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 Expert Alarm Action Configuration Service.
- Ensure installation is performed to manufacturer specifications.
- Identify and document open Schneider Electric and/or customer issues.

### 7.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the Expert Alarm Action Configuration service can be conducted.
- Schedule the attendance of minimum one person for the duration of the service that will interact with the 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 the visit.
- 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 Expert Alarm Action Configuration service (WNSC010105) is a component of the standard fixed-fee StruxureWare Management Software Configuration Suite. Pricing for the service components contained within a solution will be aggregated under StruxureWare Management Software Configuration Suite (WNSC01). Please contact your Schneider Electric sales representative for further details.

## 10.0 Terms and Conditions

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