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## 1.0 Executive Summary

The StruxureWare™ Data Center Expert Alarm Profile Configuration provides the Schneider Electric Certified Engineer to step the customer through the process of determining when an alarm should be triggered and setting the notification criteria. This will ensure the data center manager is informed when they deem necessary and in the manner they prefer.

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
Alarm Profile Configuration	Schneider Electric will in co-operation with the customer, customize the alarm escalation policy. This ensures the correct notifications are sent, the correct way, at the correct time.
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 Profile Configuration	
Activities	Description
Create profile	Schneider Electric will in co-operation with the customer create an alarm profile which will consist of one or more alarm sequences.
Add alarm sequence	Schneider Electric will in co-operation with the customer add alarm sequences to the alarm profile. An alarm sequence consists of one or more alarm actions. It also includes a time schedule on when the sequence should be activated and how many times it should be repeated. The alarm sequence might also include graphs 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 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.
- The customer will ensure that the Expert has been configured according to the Expert Basic Administration service or equivalent.
- The customer will ensure that Alert Actions have been configured in accordance to the Alarm Action service or equivalent prior to this service.

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 Action 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.

## 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 an Schneider Electric Certified Engineer to perform service.
- Manage and coordinate scheduling of Expert Alarm Profile 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 Profile 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:

1. Schneider Electric completes all the tasks described in the Details of Service of 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 Expert Alarm Profile Configuration service (WNSC010106) 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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