



Statement of Work

StruxureWare™ Expert Network Management Configuration

Installation Service

Service

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1.0 Executive Summary

During the StruxureWare™ Expert Network Management Configuration service the Schneider Electric certified Engineer will work with the customer to enable StruxureWare Expert to pass data via SNMP to the network management system.

This service provides the customer with the assurance that their network management expert has what is needed to link to the StruxureWare Expert appliance. This service is one of the options available within the 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
Network Management configuration	Schneider Electric will in co-operation with the customer configure the Network Management functionality on StruxureWare Expert. This will enable the possibilities to forward snmp traps to the customers preferred Network Management System.
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 Network Management Configuration	
Activities	Description
Add Trap receivers	Schneider Electric will configure the StruxureWare Expert to forward snmp traps to the customers Network Management System. This could either be of type SNMPV1 Trap or SNMPV3 Inform.
Configure Trap settings	Schneider Electric will in co-operation with the customer configure the trap settings. This include the IP address of the customer Network Management system and what alarm severities to forward to the Network Management System.
Send Test Trap	Schneider Electric will together with the customer verify the configured trap receivers by sending test traps from the StruxureWare Expert.

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 StruxureWare Expert has been configured to the StruxureWare Expert Basic Administration service or equivalent.

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

- StruxureWare Expert Alarm Threshold Configuration
- StruxureWare Expert Alarm Action Configuration
- StruxureWare Expert Alarm Profile Configuration
- StruxureWare Expert Remote Monitoring 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 register and activate all purchased license keys.

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 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 Expert Network Management 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 StruxureWare Expert Network Management Configuration service can be conducted.
- 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 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 StruxureWare Expert Network Management Configuration service (WNSC010108) 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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