



# Statement of Work

# StruxureWare™ Expert Surveillance Configuration

Installation Service

Service

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## 1.0 Executive Summary

The StruxureWare™ Expert Surveillance Configuration service enables the surveillance module within StruxureWare Expert. Please note all cameras should be installed and configured prior to performing this service. This service ensures the cameras are licensed to be used in the surveillance mode and surveillance settings are correctly configured.

This service is part of a complete suite of StruxureWare Management Software Configuration services offered by Schneider Electric Software Services. 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  |
|----------------------------|---|
| Surveillance configuration | Schneider Electric will enable the surveillance module on StruxureWare Expert making sure that surveillance is configured to the specific customer needs. |
| 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 Surveillance Configuration |  |
|--|--|
| Activities                                     | Description  |
| Activating Surveillance module                 | Schneider Electric will enable the surveillance module on StruxureWare Expert by adding the customer purchased license keys.   |
| Enabling cameras                               | Schneider Electric will enable NetBotz cameras to be used in the surveillance module.  |
| Camera Settings                                | Schneider Electric will in co-operation with the customer configure the camera settings. This activity ensures the camera trigger, and activation settings are set up in accordance to customer specification. |

## 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 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.
- The customer will ensure that all NetBotz equipment used for Surveillance has been configured prior to this service.

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 Network Management System Configuration
- StruxureWare Expert Building Management System 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 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 StruxureWare Expert Surveillance 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 Surveillance 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 Surveillance Configuration service (WNSC010110) 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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