



# Statement of Work

# StruxureWare™ Expert Post Configuration Review

Installation Service

Service

## 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™ Expert Post Configuration Review Service provides comprehensive overview that optimizes the value of the as configured StruxureWare Expert. The overview service increases the customer knowledge base, understanding, and ability to interface with the StruxureWare Expert product.

The service provides the customer with an effective and concise process of transferring this critical knowledge to their operation and maintenance personnel. Schneider Electric has created standardized modules, customized to fit the customer software solution.

Increasing the operators' knowledge is accomplished by completing the Schneider Electric modules presented during classroom and hands-on overview. The 4 hour module addresses all aspects of the StruxureWare Expert solution, which the operator needs to be familiar with to maximize the value of the deployed solution.

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
System-level overview	Provides the attendees with a clear understanding of the capabilities of the StruxureWare Expert solution.
Customer Specific curriculum	Knowledge transfer is tailored towards the specific solution implemented in the customer environment.
Interactive hands-on overview session	Facilitates an increased, in-depth understanding of operational capabilities by using hands-on knowledge transfer
	Reviews the functions of the StruxureWare Expert, including all practical aspects of the capacity management planning.
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 Configuration Overview	
Activities	Description
<b>Presentation</b>	Schneider Electric will present the key features of the StruxureWare Expert, allowing you to quickly monitor and manage your data center.
<b>Monitoring</b>	Schneider Electric will demonstrate how to setup emails and configure alert notification on devices monitored by your StruxureWare Expert.
<b>Administrating</b>	Schneider Electric will review the administration tasks in StruxureWare Expert such as creating news users, backup/ restore and network configuration.
<b>Functions</b>	Schneider Electric will review the functions of the solutions management, including logging, reporting, graph generation and event notification.
<b>Maintenance</b>	Schneider Electric will demonstrate how to upgrade the firmware on devices attached to the StruxureWare Expert.
<b>Interactive training</b>	The opportunity to get hands-on training on your own system will be provided.
<b>Discussion</b>	The opportunity to discuss how you can get the most out of StruxureWare Expert in your data center environment will be provided.

### 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.

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

- StruxureWare Operations Configuration Services
- StruxureWare Capacity Configuration Services
- StruxureWare Post Configuration Insight Services

This service is a component of the StruxureWare Management Software Configuration Suite of services. The StruxureWare Expert Post Configuration Insight service is the only activity covered under this Statement of Work. Any activity not specified in this Statement of Work is not covered by this service.

## 5.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will meet with the customer on the morning of the service to review the deliverables.
- Schneider Electric will provide modules configured to customer specific needs based on their configured solution.
- These modules are for use in the classroom and during hands-on sessions.
- Schneider Electric will facilitate the knowledge transfer on site and at the customer appointed facility.

## 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
- Knowledge transfer on any module other than StruxureWare Expert

## 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 personnel to perform the service.
- Provide course material and supporting documentation.
- Provide hands-on overview for up to four (4) attendees.

### 7.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of up to four (4) participants who will interact with the StruxureWare Expert on a regular basis.
- Grant access to the StruxureWare Expert software.
- Ensure that StruxureWare Expert is configured and operational prior to the visit.
- Perform a complete system back up the day before the scheduled service.
- Indicate to Schneider Electric any security clearance requirements when ordering the service.
- Ensure that the StruxureWare Expert Configuration service has been completed, for all floor mounted or rack mounted power equipment covered in this service.
- Provide access to a training facility with a computer or laptop that is able to connect to the StruxureWare Expert server is installed.
- Provide site-specific policies that need to be adhered to during the service to Schneider Electric.  
This must be completed at least 48 hours in advance of the scheduled service.

## 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 Post Configuration Insight Service (WNSC010401) 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

Schneider Electric standard Terms and Conditions apply. All Schneider Electric trademarks are property of American Power Conversion. Other trademarks are property of their respective owners. The information provided in this Statement of Work cannot be used or duplicated, in full or in part. Other uses for this document are prohibited without written consent from Schneider Electric. All documentation, photographs, thermal imaging or other information provided by the customer, or gathered at the customer site, will be for internal Schneider Electric use only and used solely for the purpose of report generation, analysis and recommendations. Disclaimer: This information is reliable at the point of creation and may be subject to change without notice. All Schneider Electric standard Terms and Conditions apply.

© 2011 Schneider Electric. All rights reserved. All Schneider trademarks are property of Schneider Electric and its subsidiaries and affiliates. Other trademarks are property of their respective owners. Specifications are subject to change without notice. Disclaimer: This information is reliable at the point of creation and may be subject to change.