



Statement of Work

StruxureWare™ Data Center Operation: IT Optimize and StruxureWare™ Data Center Operation: Power Control

Configuration Service

Service

1.0 Executive Summary

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The StruxureWare™ Data Center Operation: IT Optimize and Data Center Operation: IT Power Control Configuration service will establish an external connection with Data Center Operation server which will provide vision into the IT device utilization and power consumption in your data center. This is for customers that have purchased either the Data Center Operation: IT Optimize or Data Center Operation: IT Power Control software and have it installed on a server that meets or exceeds requirements. This service is a key part of an overall deployment. This service delivers the vital resources, and expertise, to effectively and efficiently communicate between Data Center Operation and the Data Center Operation: IT Optimization or Data Center Operation: IT Power Control modules for optimum performance.

From the Data Center Operation module, a Schneider Electric Certified Engineer will seamlessly configure the connection to the Data Center Operation: IT Optimize or Data Center Operation: IT Power Control modules, allowing IT devices to be discovered. Upon discovery the Field Service Engineer will verify the proper placement within the data center floor and rack layout. This service is part of a complete Data Center 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
Pre-assessment	Schneider Electric will arrange for a pre-assessment discussion with the customer to identify any requirements.
Software Integration	The data center IT power consumption and asset utilization will be passed from the Data Center Operation: IT Optimize or Data Center Operation: IT Power Control to Data Center Operation providing data center modeling at IT device.
Software configuration	Data Center Operation: IT Optimize Genome catalog will be populated with the discovered IT devices. The data that is collected will provide actionable analytics within hours.
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.

Pre-Assessment	
Activities	Description
Pre-Assessment	Prior to going on site, Schneider Electric will contact the customer to discuss details regarding the service. This ensures the Data Center Operation IT Optimize is installed and functioning on a server that meets or exceeds requirements.

Integration	
Activities	Description
Data Center Operation: IT Optimize Integration	Schneider Electric will integrate the Data Center Operation: IT Optimize or Data Center Operation: IT Power Control with Data Center Operation.
	Schneider Electric will ensure data from external Data Center Operation: IT Optimize or or Data Center Operation: IT Power Control is viewable in Operation.

Configuration	
Activities	Description
Data Center Operation Configuration	Schneider Electric will configure the discovered devices from the Data Center Operation IT Optimize Genome catalog and populate within Operation floor and rack layout view.
	Schneider Electric will retrieve and monitor power and temperature data from Data Center Operation: IT Power Control in Data Center Operation.

4.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will arrange a pre-assessment phone meeting.
- Schneider Electric will meet with you on the morning of the service to review deliverables.
- Schneider Electric will configure the Data Center Operation with IT devices in the Data Center Operation: IT Optimize and or Data Center Operation: IT Power Control.
- Schneider Electric will ensure the Genome catalog is populated with the discovered IT devices and those devices are placed in the appropriate rack and row in the data center layout.
- Schedule certified personnel to perform service.
- Execute the service as described in this Statement of Work.

- Identify and document open Schneider Electric and/or customer issues at end of service.

5.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:

- Schneider Electric will perform all services during the APC business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- Schneider Electric will perform service at one physical location.
- The customer will ensure a server meeting or exceeding system requirements will be available with Data Center Operation: IT Optimize and Data Center Operation: IT Power Control installed prior to arrival.
- Schneider Electric will configure the discovered IT Devices in Data Center Operation: IT Optimize and Data Center Operation: IT Power Control within the Data Center Operation server.
- The customer will ensure that all APC, NetBotz, and third-party devices are connected to the network prior to arrival and firmware is up to date.
- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.

The following items are outside this Statement of Work (SOW). They can be provided through an alternative Schneider Electric service. Contact a Schneider Electric sales representative for further details.

- Project management is outside this SOW.
- Firmware upgrades is outside this SOW.
- Configuration of the customers network for the use of the application is outside this SOW.
- Upgrading firmware of utilized power devices is outside this SOW.
- NetBotz Appliance Configuration is outside this SOW.
- Central configuration is outside the SOW.
- Training in Central, Operation or other software products are outside this SOW.

6.0 Scope of Responsibility

- The items stated here are responsibilities of both Schneider Electric and the customer.

6.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule certified personnel to perform service.
- Execute the service as described in this Statement of Work.
- Identify and document open Schneider Electric and/or customer issues at end of service.

6.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of minimum one person for the duration of the service that will interact with the Operations on a regular basis. ***This person must have root access credentials for configuration to be successful.***
- Customer will provide access to a keyboard, video monitor, and mouse for the installation.

- Ensure the Data Center Operation: IT Optimize and Data Center Operation: IT Power Control is installed and operational prior to the visit.
- Provide a point of contact during time of service.
- If your network is not available during Data Center Operation: IT Optimize or Data Center Operation: IT Power Control configuration, Schneider Electric will not be able to:
 - Register license keys
 - Receive data from Data Center Operation IT Optimize Genome catalog or Data Center Operation: IT Power Control.
 - Validate network address information
- Provide a point of contact at the completion of service to sign off on completed work.
- Provide access to the data center and provide administrator access to Central server.
- Provide Schneider Electric with site specific policies that need to be adhered to during the visit.
- Ensure that all necessary licenses for the installation are present.

7.0 Project Work Details

The following details of the project specify the schedule, location and successful completion criteria.

7.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric and the customer.

7.2 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.

7.3 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.

8.0 Pricing

- The Data Center Operation: IT Optimization or Data Center Operation: IT Power Control Configuration Service (WNCS010214) is a component of the standard fixed-fee Data Center Software Configuration Suite. Pricing for the service components contained within a solution will be rolled up under Data Center Software Configuration (WNCS01). Contact your Schneider Electric sales representative for further details.

9.0 Terms and Conditions

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