



Statement of Work

StruxureWare™ Portal Configuration Service



Installation Service

Service

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1.0 Executive Summary

The StruxureWare™ Portal Configuration service is for customers that are running StruxureWare applications and would like a bird's eye view into their data. This service is designed to install and configure the StruxureWare Portal on the customer's server allowing the customer to view data from Operation and other StruxureWare systems on a dashboard. This is a key part of an overall StruxureWare deployment. This service delivers the vital resources, and expertise, to effectively and efficiently install the StruxureWare Portal for optimum performance.

A Schneider Electric Certified Engineer will be on-site for up to 4 hours to configure your StruxureWare Portal. This service is part of a complete StruxureWare 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 to review with the customer that a fully functioning StruxureWare application is properly configured for this dashboard to display accurate results. The Schneider Electric Certified Engineer will review the complexity of the configuration with the customer, and set expectation on the number of StruxureWare Portlets to be configured on the dashboard. Customers may chose to purchase additional increments of this service.
Software Installation	Schneider Electric will install the StruxureWare Portal application on a dedicated server.
Software Configuration	The Schneider Electric Certified Engineer will together with the customer configure the StruxureWare Portal.
Professional Expertise	Ensures quality by using only Schneider Electric Certified Engineers with several years of industry experience.

3.0 Deliverables

Installation 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 install the StruxureWare Portal on the customer supplied server.
- Schneider Electric will together with the customer configure the StruxureWare Portal dashboard.

4.0 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 allows the customer the opportunity to ensure the StruxureWare application providing data through the portal is fully configured. Schneider Electric will also verify that the customer supplied server meets the minimum requirements for installing the Portal. Schneider Electric will set expectation on the number of Portlets to be configured in the dashboard.

Installation	
Activities	Description
Software installation	Schneider Electric will install the StruxureWare Portal on the customer appointed server.

Configuration	
Activities	Description
StruxureWare Portal	Schneider Electric will configure dashboard on the dedicated StruxureWare Portal server.
	Schneider Electric will work with the customer to configure the dashboard on the StruxureWare Portal according to the customer needs.

5.0 Scope of Responsibility

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

5.1 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.

6.0 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).
- Schneider Electric will perform service at one physical location.
- The customer will ensure the StruxureWare Data Center: Operation 7.3 or above will be installed and configured prior to arrival.
- 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 customer will ensure that a server is available for installing the StruxureWare Portal.
- The customer will advise Schneider Electric on which Portlets will be configured prior to the service.
- The customer understands this service is for (4) hours and additional service may be required for complex configurations.

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.
- StruxureWare Expert and StruxureWare Operation configuration is outside the SOW.
- Training in StruxureWare Expert, Operation or other software products are outside this SOW.
- This service is limited to the StruxureWare Portal configuration.

6.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of minimum one person for the duration of the service that will interact with the StruxureWare Operation on a regular basis.
- Customer will provide access to a keyboard, video monitor, and mouse for the installation.
- Indicate to Schneider Electric any security clearance requirements when ordering service.
- Ensure that the StruxureWare Operation is installed and operational prior to the visit.
- Provide a point of contact during time of service.
- Provide a server meeting or exceeding system requirements for StruxureWare Portal installation.
- Ensure that all systems StruxureWare Portal should connect to have been configured, and are accessible.
- Provide a point of contact at the completion of service to sign off on completed work.
- Ensure that all necessary licenses for the installation are present.
- Provide a server meeting or exceeding system requirements for StruxureWare Portal installation.

Requirements:

Recommended hardware for installations with 0-100 StruxureWare Portal users (likely corresponding to the amount of StruxureWare Data Center Operation users):

Processor: Intel Core 2 Quad E5430 2.66GHz CPU, 12MB L2 cache (4 cores total)

Hard disk: 100 GB, Memory: 4 GB RAM, Operating System: MS Windows 7, Windows 8, Windows Server 2008, Linux Ubuntu 10.04, Linux Debian

- If your network is not available during StruxureWare Portal configuration Schneider Electric will not be able to:
 - Receive data from StruxureWare Operation, StruxureWare Expert or other systems
 - Validate network address information
 - Display data on the dashboard.

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 StruxureWare Portal Configuration service (WNCS010216) is a component of the standard fixed-fee StruxureWare Data Center Software Configuration Suite. Pricing for the service components contained within a solution will be rolled up under StruxureWare Data Center Software Configuration (WNCS01). Contact your Schneider Electric sales representative for further details.

9.0 Terms and Conditions

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