

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

Our StruxureWare Software Solution Suite is designed to optimize and support the data center infrastructure management. Our Suite is composed of a comprehensive set of hardware, software and services. The Schneider Electric Services cover the whole life of the solution, from the initial installation to the renewal, including the best maintenance and care for your software platform.

The preventive maintenance service is based on an on-site visit performed by our software experts, dedicated to review, analyze, detect and prevent system failures while optimizing the usage of your DCIM solution.

At the beginning of the service, during the preparation, the Software Expert might discover that the time available during the standard visit is not enough to ensure that your DCIM solution is up to date and functioning in the most efficient way. Examples of this situation might be the full update to bring your system up to the newest revision or a special dedicated guidance to your users or the firmware update of monitored devices that require special attention.

The Data Center Periodic Maintenance Additional Day service is available to cover additional maintenance activities that extend beyond the standard Data Center Periodic Maintenance 1 day on site visit the client has ordered.

SPECIAL NOTICE: The Data Center Periodic Maintenance Additional day service can only be purchased in conjunction with the Data Center Periodic Maintenance service and performed as a time extension of the periodic on-site visits. This service covers a total of one 8 hour day. You will together with the Schneider Electric certified Field Service Engineer discusses the number of services needed to meet your goal of an efficient up to date DCIM before the service is scheduled and agreed.

2.0 Features & Benefits

The present service will be performed as an extension of the StruxureWare Data Center Expert preventive maintenance service. The activities covered by this extra day are additional to the standard ones. As extra activities we include at least those items in the following table:

3.0 Details of Service

The following service activities will be performed by the Schneider personnel additionally to the standard periodic visit activities.

Visit Preparation	
Activates	Description
Pre-assessment – Analysis of extra requirements	During the pre-assessment and after the collection of data from the customer, Schneider service team will have the required data to evaluate the situation of the client system.
Product and form analysis- Evaluation request	The service team will evaluate the requirements of the present situation of the system. If due to technical reasons or because the customer requests extra activities, the total time required is higher than the contract one-day visit, the software expert will determine the effort required to cover these activities.
Customer call – explaining the extra work	During Customer call the software expert will explain to the customer the extra efforts and that this extra efforts can be performed ordering a certain amount of extra-day units. To get the extra work planned and performed, the client will need to order this units.
Technical Review On-Site	
Activates	Description
Execution of on-site report additional activities	The additional items outlined in the Data Center Periodic Maintenance Report will be performed by the Certified Field Service Engineer

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 the required access to the systems will be available for Schneider Electric consultants prior to their arrival.
- The customer will dedicate the required expert users to solve Schneider Electric data requirements and to perform the adequate testing and validation of the works. The client will be responsible of the accuracy of the information provided to Schneider in the data gathering of the visit.
- Schneider preventive maintenance service visit will take place onsite for a whole day of work. If additional efforts are required the client will order additional optional service to cover the full scope as agreed with the consultant before the service will start.

- Multiple days of service may be purchased

IMPORTANT:

- The scope for the Data Center Periodic Maintenance Additional Day service has to be agreed to by the customer and Schneider Electric before fulfillment.
- This service must be purchased together with a Data Center Periodic Maintenance Service

5.0 Deliverables

DATA CENTER INFRASTRUCTURE MANAGEMENT ADDITIONAL DAY REPORT

Within the total service Schneider Electric will deliver a comprehensive report containing the following information:

- Technical data information (software and firmware upgrades, users).
- Monitoring data (Alarm configuration, Remote Monitoring Service).
- Points discussed on the questions and answers.
- Final conclusions and recommendations.

Added to that information there will be a summary of the extra day activities.

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
- Configuration of the data center software management solution
- Configuration of the customers network for the use of the application
- Training in Data Center or other software products that can be purchased through the standard training services.

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 Data Center additional day service.
- Ensure installation is performed to manufacturer specifications.
- Identify and document open Schneider Electric and/or customer issues.

7.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of minimum one person for the duration of the service that will interact with the Schneider Expert.
- 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 IT Corporation with the necessary information about the setup

- Provide Schneider Electric with site-specific policies that need to be adhered to during the visit.
- Grant access to the Data Center software.
- Ensure that Data Center Expert software is configured and operational prior to the visit.
- Perform a complete system back up the day before the scheduled service.
- Understand the scope of the efforts that will take place as additional work and be in agreement with them before ordering this extra day 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:

- Schneider Electric completes all the tasks described in the Details of Service of this Statement of Work, which in this case means having on-site the preventive maintenance Field Service Engineer one extra day.
- This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

9.0 Pricing

The StruxureWare Data Center Periodic Maintenance Additional Day service (WNSWADCADD1) is a standard service sold in multiples depending on the extend of the service activities outlined in the agreement.

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.

© 2014 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.