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1.0 Executive Summary

The StruxureWare™ Data Center Expert Configuration service is a key part of an overall StruxureWare deployment. This service delivers the vital resources, expertise, and tools to effectively and efficiently configure the Expert Server for optimum performance.

An Schneider Electric Certified Engineer spends up to 8 hours on-site configuring Expert in your environment. The engineer ensures that notifications, map view and backup are correctly configured in your new monitoring solution. Up to 25 supported nodes are configured with alerting and reporting. The system is then tailored to your unique environment, implementing your choice of notification strategies within the capabilities of Expert.

This service is a standard service defined in this statement of work and does not allow customers to pick and chose. The StruxureWare Management Software Configuration Suite of service is available for these applications, (WNSC01). Contact your sales representative for more information on services, which are designed to manage your data center from installation and configuration, to training and software maintenance, as well as customizable services to meet your 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 Installation	The features of Expert will be unlocked on the server by entering license keys.
Device grouping	Devices are ordered into logical groups in co-operation with the customer, which ensure an easy navigation.
Maintenance	The solution is configured with storage repositories, backups and user administration rights.
Alert thresholds	With customer input Schneider Electric will establish multiple set points and thresholds providing greater insight and notification.
Integrate IP address to Customer Network Management System	Allows implementation of SNMP trap forwarding to allow users to view alerts generated by devices managed by Expert
Professional Expertise	Ensures quality by using only certified 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 allows the customer the opportunity to identify assets that are critical to the data center prior to the service being delivered.

Configuration	
Activities	Description
StruxureWare Data Center Expert	Schneider Electric will configure the Expert software with the customer specified network settings, notifications, thresholds, map view, table view, storage repositories, backups and escalation process.
	Schneider Electric will configure automated report delivery within Expert
	Schneider Electric will verify the alert escalation policy.
	Schneider Electric will upload a customer supplied map and arrange devices according to its location.
SNMP Devices	Schneider Electric will configure up to 25 supported devices with appropriate location identifiers, device threshold, and security parameters and integrate these into the Expert software.
NetBotz Appliances	NetBotz appliances, and sensors, will be added to the Expert Server and configured for reporting and surveillance (if surveillance license is available).

Overview	
Activities	Description
StruxureWare Data Center Expert	Schneider Electric will end the configuration with a quick run through the configured equipment. This ensures that the customer knows how to access the system.

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 25 supported SNMP devices for centralized monitoring and management, including:
 - Alarm threshold and notification setup is included in the configuration.
 - Device grouping is included in the configuration.
- Schneider Electric will configure a backup schedule.

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 Schneider Electric business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- Schneider Electric will perform all work in an eight-hour day for up to 25 supported SNMP devices per service. This is completed at one physical location.
- The customer will ensure that all assembly work will be done prior to arrival.
- The customer will ensure that all Schneider Electric, 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 provide an appropriately sized jpg, bmp, png or gif image to be displayed in the map view.
- The customer will assume responsibility for the configuration of the third party network management station.
- The customer will provide the BMS license keys if applicable.

The following items are outside this Statement of Work (SOW). They can be provided through an alternative Schneider Electric service. Contact an 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.
- Training in StruxureWare Expert or other software products are outside this SOW.
- BMS configuration is outside the scope of this service.

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 Expert on a regular basis.
- Indicate to Schneider Electric any security clearance requirements when ordering service.
- Ensure that the Expert is installed and operational prior to the visit.
- Provide a point of contact during time of service.
- 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 Expert server.
- Provide Schneider Electric with site-specific policies that need to be adhered to during the visit.

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:

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.

8.0 Pricing

The StruxureWare Data Center Expert Configuration Service (WCONFIG-ISXC-25) is a standard fixed-fee service, priced for 25 nodes per SKU. Additional sequential service (WCONFIG-ISXE-50) should be purchased for solutions containing more than 25 nodes. A “node” is defined as any device with an IP address. Service covers one on-site visit for up to eight (8) normal business hours, discounts are not applicable. Off hour service is available upon request. Contact your Schneider Electric sales representative for further details.

Pricing for this service is available on www.apc.com.

9.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

The information provided in this Scope of Work cannot be used or duplicated, in full or in part. Other uses for this document are prohibited without written consent by Schneider Electric.

All documentation, photographs, imaging or other information provided by the customer, or gathered at the customer site, will be for internal use only and used solely for the purpose of report generation, analysis and recommendations.

All services' conditions included in this document apply (i) only between Schneider Electric and that organization that bought the Services Solutions; and (ii) only to those products and services ordered by the Customer at the time that the Schneider Electric Services information is current. Schneider Electric may change the Schneider Electric Services Information at any time. The Customer will be notified of any change in the Schneider Electric Services Information in the manner stated in the then current product ordering and/or services solutions related agreement between Schneider Electric and the Customer, but any such change shall not apply to products or service ordered by the Customer prior to the date of such change.

Schneider Electric will have no obligations to provide Services Solutions with respect to equipment and assets that are outside the Service Area. “Schneider Electric Service Area” means a location that is within (i) one hundred (100) miles or one hundred and sixty (160) kilometers radius of a Schneider Electric service location; and (ii) the country in which the Installation site is located, unless otherwise defined in the governing agreement with Schneider Electric, in which case the definition in the governing agreement prevails.

Products or services obtained from any Schneider Electric partner or reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Schneider Electric Services Solutions on this document. Please contact the reseller or the local Schneider Electric sales representative for additional information on Schneider Electric Services Solutions on Products obtained from a reseller.

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