



# Statement of Work

# StruxureWare™ DC Expert Sequential Configuration



Installation Service

Service

## 1.0 Executive Summary

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

An Schneider Electric Certified Engineer spends up to an additional 8 hours on-site configuring Data Center Expert in your environment. The engineer ensures that notifications, map view and backup are correctly configured in your new monitoring solution. Up to 50 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 Data Center 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
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 Data Center 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.

Configuration	
Activities	Description
<b>Data Center Expert</b>	Schneider Electric will configure the Data Center Expert 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 Data Center Expert
	Schneider Electric will verify the alert escalation policy.
	Schneider Electric will upload a customer supplied map and arrange devices according to its location.
<b>SNMP Devices</b>	Schneider Electric will configure up to 50 supported devices with appropriate location identifiers, device threshold, and security parameters and integrate these into the Data Center Expert.
<b>NetBotz Appliances</b>	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
<b>Data Center Expert</b>	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 meet with you on the morning of the service to review deliverables.
- Schneider Electric will configure 50 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 50 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 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 Data Center 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 Data Center Expert on a regular basis.
- Indicate to Schneider Electric any security clearance requirements when ordering service.
- Ensure that the Data Center 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 Data Center 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 Data Center Expert Sequential Configuration Service (WCONFIG-ISXC-50) is a standard fixed-fee service, priced for 50 nodes per item number. StruxureWare Data Center Expert Configuration service (WCONFIG-ISXC-25) is a prerequisite and includes configuration for the first 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](http://www.apc.com).

## 9.0 Terms and Conditions

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