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## 1. Executive summary

Our StruxureWare Software Solution Suite is designed to optimize and support the data center infrastructure management. Our Software solution 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 StruxureWare Data Center Operation Periodic Maintenance service is based on an on-site visit performed by our software service experts, dedicated to review, analyze, detect and prevent system failures and optimize the usage of the DCIM tool. It is offered in two options, at 2 on-site visits per year or 4 on-site visits per year.

To start the service delivery, a Schneider Electric Certified Field Service Engineer will collect data center information using a detailed form and arrange a telephone meeting with a client designated point of contact. The purpose of the meeting is to review the service details, and ensure client readiness.

The service visit will be scheduled once Schneider Electric has confirmed the existence of the adequate maintenance and software entitlements. Once scheduled the certified Field Service Engineer will come to the client facility and meet with the client team to understand the data center(s) in question, and perform the preventive maintenance activities utilizing industry best practices. Service will be considered complete when the report of the preventive maintenance service is delivered.

## 2.0 Features & Benefits

Features	Benefits
Pre-assessment form	The pre-assessment form will provide a way to organize the visit according to client needs and provides the highest client value.
Product and form analysis	Checking the information on the form against Schneider Electric information on the product setup and predicted work will add clarity to the process details.
Client call	The call will deliver a final verification and synchronize service delivery expectations and details.

Features	Benefits
Software versions and license keys	Schneider Electric will validate the adequacy of current software versions and licenses count and for future needs as gathered on the pre visit information form.
Server status	Ensuring that the Data Center Operation is running as optimal as possible and identifying potential problems
Backup configuration	A sound backup process will be validated to guarantee the expected Recovery Time Objective (RTO) in case of a failure.
Verifying data center model	Data Center Operation can only give the right recommendations if the model in Data Center Operation matches the real live data center.
Capacity	For customers with the Data Center Operation Capacity module will Schneider Electric verify the current capacity.
User management	Schneider Electric will help the customer verifying the users in the system to ensure the right people have the right access level.
Query session	A detailed session will allow the client to receive all information on the general status of the system according to the engineer's initial impression. Client questions and doubts will be clarified. Additional out of the scope client questions will be recorded in the final report and escalated accordingly within Schneider Electric to guarantee the best support for clients
Visit report	The client will receive a comprehensive report that will contain raw data and recommendations for optimal system performance.

### 3.0 Details of Service

In this section, describe the activities that the Schneider Electric Field Service Engineer will perform onsite or offsite to deliver the service

Activities	Pre-Delivery Planning Description
Pre-assessment form	The Schneider Electric field service team will send a form to the client. This form will help to prepare the visit, and optimize service result. This form will capture specific client needs with regard to data center environment, software configuration and potential requests and concerns.

Activities	Description
Product and versions	The information gathered from the client will be analyzed by the Service Team prior to the visit, flagging any special requirements in relation to installed products and modules within the client system. Verifying support contracts
Client call	Once the pre-assessment form is received, a Schneider Electric Field Service Engineer will arrange a phone call with the client to explain and review the details of the periodic maintenance revision service with the client. The pre-assessment form will be validated with the client.
Technical Review	
Activities	Description
Software versions	Schneider Electric will verify the software version of your data center software to ensure it is up to date with the most recent upgrades and patches.
Status of Data Center Operation server	Schneider Electric will verify the status of the server in terms of hardware memory, CPU and disk space.
License keys	The Schneider Electric Field Service Engineer will verify the license keys of the server licenses to ensure that sufficient license keys are available for future expansion. This task is based on-site data gathered in the pre-assessment form.
Backup configuration	The Schneider Electric Field Service Engineer will verify that the backup schedule and the backups are configured according to best practice.
User management	Schneider Electric will work with the customer to ensure that the right people have the right access and also deleting user profiles which are no longer used.
Verifying data center configuration in Data Center Operation	Schneider Electric will check a few of the racks in the real live data center and compare it to the model configured in Data Center Operation to ensure that the model is up to date  <i>Notice: Only a few racks will be checked. If more racks needs to be checked should additional service be ordered.</i>
Warning and recommendations	Schneider Electric will work with the customer to determine the reasons for warning and recommendations in the system and also try to eliminate those.
External system and device association	Verifying that external systems are sending data to Data Center Operation and devices from external systems are associated.

<b>Technical Review</b>	
<b>Activities</b>	<b>Description</b>
Capacity history and trending	Schneider Electric will run a capacity history report to verify that the customer has sufficient capacity.
<b>Questions &amp; Answers</b>	
<b>Activities</b>	<b>Description</b>
Questions session	<p>The Schneider Electric Field Service Engineer will prompt the client with questions, which may be relevant for improving the current DCIM solution.</p> <p>The client will pose questions to the Schneider Electric Field Service Engineer about doubts, additional functionalities or any other recommendations or concerns he might have. The Schneider Electric Field Service Engineer will provide answers and escalate the questions to other Schneider Electric experts if the concern or subject is out of scope of the preventive maintenance visit.</p>
<b>Maintenance Report</b>	
<b>Activities</b>	<b>Description</b>
Visit report	The client will receive a comprehensive report that will contain all the gathered data, conclusions of the preventive maintenance visit and future recommendations
Final call	Schneider Electric will call the client point of contact and explain the conclusions of the visit. Any client feedback will be collected and taken into account for future visits.

### 4.0 Assumptions

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

Schneider Electric will perform all services during 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 client.

The client will ensure that all required access to systems would be available for Schneider Electric Field Service Engineers prior to their arrival.

The client will dedicate the required expert users to solve Schneider Electric data requirements and to perform the adequate testing and validation of the systems. The client will be responsible for the accuracy of the information provided to Schneider Electric during the data gathering part of the visit.

Schneider Electric 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 services to cover the full scope as agreed with the Field Service Engineers prior to the service start.

The preventive maintenance will not include the update of firmware or software patches not covered in the details of this statement of work.

## 5.0 Deliverables

### **Data Center Infrastructure Management Operation Periodic Maintenance Report**

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

- Technical data information (backup configuration, system configuration and software versions).
- Data Center model (basic findings on data center verification).
- Points discussed during the questions and answer session.
- Final conclusions and recommendations.

## 6.0 Exclusions

The following items are outside the scope of this service offering. They can be provided through an additional Schneider Electric service. Please contact an Schneider Electric sales representative for further details.

- Project management
- Firmware upgrades on remote devices (only local devices will be updated)
- Configuration of the data center software solution (the software included in the service has already been configured)
- Configuration of the client network
- Verifying all racks in the live data center.

## 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 periodic preventive maintenance service.
- Ensure installation is reviewed to be according to manufacturer specifications.
- Identify and document open Schneider Electric and/or client issues.

#### **7.2 CLIENT RESPONSIBILITIES**

- Schedule the attendance of minimum one person for the duration of the service that will interact with the Schneider Electric Field Service Engineer.
- 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 with site-specific policies that need to be adhered to during the visit.
- Provide Schneider Electric with the necessary information about the setup in the data center.
- Grant access to the data center software.
- Ensure that StruxureWare Data Center Operation software is configured and operational prior to the visit.
- Perform a complete system back up the day before the scheduled service.

## **8.0 Project Work Details**

The information stated here are the details of the project performed by Schneider Electric for the customer including the schedule, location and successful completion criteria.

#### **8.1 SCHEDULE**

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

#### **8.2 LOCATION**

The preventive maintenance service will be performed on-site at the location indicated to Schneider Electric by the client by the time scheduled.

#### **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.
- This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

## 9.0 Pricing

The StruxureWare Data Center Operation Periodic Maintenance is a standard fixed-fee contract that is offered in two options, ( WNSWADCO2V1Y) offering 2 on-site visits per year or (WNSWADCO4V1Y) which offers 4 on-site visits per year.

## 10.0 Terms and Conditions

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