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1.0 Executive Summary

Schneider Electric Critical Power and Cooling Services Network Integration Service unites all monitoring points in an InfraStruXure® Solution and tailors the configuration to meet the customer's needs. This service provides a certified Schneider Electric Integration Engineer onsite for one eight-hour day to join the different parts of the deployed InfraStruXure solution and make it easily manageable through a user-friendly interface. A Schneider Electric field service engineer will interface the InfraStruXure solution with your choice of Enterprise Management Solution. This service provides the customer with a single point of management that optimizes the value of the solution by freeing the customer's resources and allowing them to concentrate on their core business.

This service is part of a suite of project services offered by Schneider Electric and may be purchased alone or as part of a package of services.

The Schneider Electric service InfraStruXure project methodology has a number of process activities that must take place. These activities may be performed by Schneider Electric, the customer, or the customer's contractor, according to your preference. Schneider Electric is prepared to provide any or all of these activities. This Network Integration service delivers the vital resources, expertise and tools to quickly and efficiently install and configure all APC or MGE management software and accessories.

2.0 Features & Benefits

| Features | Benefits |
|------------------------------|---|
| System Integration | Provides a remotely manageable, fully integrated Schneider Electric service solution that communicates seamlessly with various third party Network Management and Monitoring tools. |
| Unattended Shutdown | Utilizes unattended graceful shutdown and load shedding either immediately before an Uninterrupted Power Supply (UPS) shutdown or 'on demand' during emergencies. |
| Interactive Training Session | Provides the opportunity for hands-on training and in-depth understanding of various Schneider Electric service management tools. |
| Set Points / Thresholds | Includes the discussion of all set points/ thresholds with the customer and document agreed upon values. |
| Professional Expertise | Ensures quality by using only qualified network integration engineers with several years of industry experience in networking and system administration. |

3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric service will perform the work described.

| Configuration | |
|---|---|
| Activities | Description |
| InfraStruXure® Manager & NetBotz | Schneider Electric service will configure the InfraStruXure® Manager with the appropriate network settings, notifications, thresholds, Remote Management System (RMS), escalation process, etc. |
| | Schneider Electric service will configure sensor thresholds and alert notifications, integrating with the customer's process. |
| | Schneider Electric service will integrate with existing Enterprise Management Systems as required by the Customer. |
| Devices | Schneider Electric service will configure all devices with appropriate location identifiers, device thresholds, and security parameters, and perform discovery. |
| Network Shutdown | Schneider Electric service will install PowerChute Network Shutdown software on previously identified servers, and configure them for an on-demand shutdown. |

| Integration | |
|---|---|
| Activities | Description |
| InfraStruXure® Manager & NetBotz | Schneider Electric service will interface InfraStruXure® Manager with BMS Systems, Network Management Stations, Syslog, Radius, etc. The configuration will be tested by creating appropriate test messages from the device. |
| | Schneider Electric service will test the sensors, alerts, and the alert escalation policy. |
| Devices | Schneider Electric service will implement an escalation sequence or a customized email notification based on the device location, ownership, and other factors. The notification will be tested to the customer's satisfaction. |
| Network Shutdown | Schneider Electric service will test identified servers to verify shutdown. Sequenced reboot can also be implemented if required products are available onsite. |

| Training | |
|---|---|
| Activities | Description |
| InfraStruXure® Manager & NetBotz | Schneider Electric service will review the functions of the InfraStruXure® Manager, including firmware updates, logging, and reporting, and will cover all practical aspects of monitoring and troubleshooting from the InfraStruXure® Manager. |
| | Schneider Electric service will train the users on all features, benefits, and reporting capabilities of the installed hardware and software. |
| Devices | Schneider Electric service will review the detailed list of events that can be generated by a device and identify escalation needs. |
| Network Shutdown | Schneider Electric service will review in detail the client interface, unattended shutdown process, and the events that can generate a shutdown. |

4.0 Deliverables

Implementation deliverables to include:

- Schneider Electric service will provide documentation for all work performed on-site along with a list of configured set points and thresholds.
- Schneider Electric service will provide hands-on training up to a limit of eight (8) attendees.
- Integrate all APC products for remote monitoring and management.
- Ensure integration of InfraStruXure® Manager with third party Enterprise Management Solutions.

5.0 Assumptions

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

- Schneider Electric service will perform all services during business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- Schneider Electric service will perform all work in an eight-hour day.
- The customer will ensure that all assembly work will be done prior to arrival.
- The customer will ensure that all necessary conduits are in place and all cable runs between rooms and/or floors are run prior to arrival.

The following items are outside the scope of this standard service offering. They can be integrated into a customized Statement of Work (SOW) at your request. Please contact your certified Schneider Electric service sales representative for more details.

- Project management
- Equipment not provided by APC or MGE
- Support for third-party equipment

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
- Install, configure, and test PowerChute Network Shutdown software
- Provide hands-on training

6.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of all personnel who will interact with the APC InfraStruXure Solution
- Indicate to Schneider Electric any security clearance requirements when ordering service
- Ensure the InfraStruXure Solution is installed and operational prior to the visit
- Provide access to the InfraStruXure system and provide administrator access to servers that require graceful shutdown functionality
- Identify switch-ports and static IP addresses for APC or MGE networked devices
- Provide site-specific policies that need to be adhered to during the training to Schneider Electric at least 48 hours in advance of the scheduled service
- Terminate dry contact cables and sensors inside Fire Alarm panels, EPO switches, Chillers, AC Units, Generators and any other equipment that require trained personnel for service
- Provide USB and Category 5 cables
- Provide 120V outlet receptacles for deployed NetBotz products
- Identify personnel who can ensure the termination of cables

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 integration service will be performed on-site and at the ship-to location of the equipment, unless informed of a new location by the customer in a 48-hour period before installation is to be done.

7.3 COMPLETION CRITERIA

Schneider Electric service is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric completes all the tasks described.
2. This project and SOW are terminated for other reasons, within the Schneider Electric service Customer Agreement.

8.0 Pricing

The Network Integration Service (WITG) is a standard fixed-fee service, priced for one on-site visit for up to eight (8) normal business hours. Additional quantities may be purchased for additional service work that cannot be completed in one site visit, discounts are not applicable. 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.

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