

# Statement of Work



Installation Service

Service

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## 1.0 Executive Summary

Schneider Electric is dedicated to provide you with a comprehensive monitoring and management solution utilizing NetBotz and StruxureWare Data Center Expert technology. These state of the art DCIM products are designed to protect against physical, environmental or human threats that can cause disruption or downtime to IT infrastructure. This StruxureWare 5 Rack Management Installation Service will fully energize your monitoring and management solution. This service provides the basic installation, configuration, and best practices which allows you to quickly recognize the true value of the solution.

The Schneider Electric Certified Engineer will be on-site, in one designated location, to configure the Small IT 5 Rack Monitoring and Management Solution. This service will ensure your data center management solution is established in a manner necessary in easing your data center operations to meet your business requirements. This will be accomplished through consideration to best practices.

This service is part of a complete suite of services offered by Schneider Electric Global Services. Contact your sales representative for more information on services designed to manage your data center from installation and configuration, to training and software maintenance services.

## 2.0 Features & Benefits

Features	Benefits
Rack mounting of StruxureWare Expert Appliance (if purchased)	Mounting of the StruxureWare Expert server appliance in a rack location provided by the customer.
Data Center Expert Implementation	Schneider Electric will install and configure the solution according to industry best practices allowing you to quickly take advantage of the monitoring and management functionality.
Upgrade	Schneider Electric will ensure that the software for your version of StruxureWare Expert is up to date with the most recent upgrades.
NetBotz Implementation	Schneider Electric will install and configure NetBotz appliances, sensors and pods according to manufacturer specification and industry best practices so that you will be confident your monitoring the appropriate data and managing the environment
Device discovery	Schneider Electric or 3 <sup>rd</sup> party devices will be discovered on the Schneider Electric private LAN of the StruxureWare Expert up to the amount specified by the licenses.

Features	Benefits
<b>Professional Expertise</b>	Ensures quality by using only Schneider Electric Certified Engineers with several years of industry experience.
<b>Final Inspection</b>	Schneider Electric will make sure that everything has been configured as to the expectations.

## 3.0 Details of Service

Installation	
Activities	Description
<b>Expert</b>	Schneider Electric will physically install the Expert server in the customers designated rack, or assist the customer in installing the Expert software module on the customer virtual server, depending on which bundle the customer chooses.
<b>Netbotz</b>	Schneider Electric will install rack mounted devices and camera pod

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

Configuration	
Activities	Description
<b>Expert Configuration</b>	Schneider Electric will activate all purchased license keys for Expert.
	Schneider Electric will configure the StruxureWare Expert to run on your public and private network
	Schneider Electric will configure SMTP settings to ensure that e-mails can be send to the StruxureWare Expert users.
	Schneider Electric will arrange devices into logical groups in co-operation with the customer, which ensure an easy navigation.
	Schneider Electric will configure automated report delivery within StruxureWare Expert.
	Schneider Electric will configure backup settings and schedule for the StruxureWare Expert to minimize your downtime and fast recovery of your data in case of breakdown.
<b>NetBotz Configuration</b>	Schneider Electric will configure the Rack Monitor, Rack Sensor Pod, Leak Rope Sensor, Camera Pod Temperature Sensor mounted devices and Door Switch Sensor within Expert Basic.

## 4.0 Assumptions

The successful performance of the tasks defined in the Statement of Work will be completed within 1 day of service. The customer may modify the deliverables based on the following key assumptions, which are agreed to by Schneider Electric.

- Schneider Electric will provide the customer with authorized service personnel.
- Note: Customer wireless and network configurations may require extended interaction and support with the customer IT administrators. The scheduled on-site work time will be discussed and approved between Schneider Electric and the customer (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
  - Note: Customer wireless and network configurations may require extended interaction and support with the customer IT administrators.
- The customer will ensure that all assembly work will be done prior to arrival. The customer will ensure that all APC, NetBotz, and third-party devices are connected to the network prior to arrival.
- The customer will ensure that all cable runs between rooms and/or floors prior to arrival.
- The customer will provide an appropriately sized jpg, bmp, png, or gif image to be displayed in the map view.

The following items are outside the scope of this standard service offering. They can be integrated into a customized Statement of Work at your request. Contact your certified APC sales representative for more details.

- Configuring the customer desktop for use on the customer network.
- Data center rooms, racks, IT equipment, power or cooling equipment for solutions not contained in the designated racks covered by this service.
- Project management
- Configuring the customer network for the use of the application.

## 5.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will register and enable 1 Expert Basic or Virtual Machine on customer server
- Communication between your network and the Expert Server.
- Schneider Electric will confirm that your license keys are properly registered.
- Schneider Electric will install and configure the NetBotz devices included in the 5 Rack Management Bundle

## 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 a Schneider Electric sales representative for further details.

- Network configuring of Hand Held device
- Project management
- Configuration of the customers network for the use of the application

## 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 StruxureWare 5 Rack Installation Service.
- Ensure installation is performed to manufacturer specifications.
- Configure Expert with the customer's network settings and installation of any additional purchased Expert discovery of Schneider Electric devices.
- Identify and document open Schneider Electric and/or customer issues.

### 7.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the StruxureWare 5 Rack Installation Service can be conducted.
- Provide network settings to allow Expert to be viewable on the customer network.
- If the virtual version is selected ensure that a virtual server for Expert is ready for installation. The server needs to meet or exceed the requirements specified on [apc.com](http://apc.com).
- Notify Schneider Electric engineers of any security clearance requirements prior to onsite arrival.
- Provide a single point of contact during time of service.
- Provide a point of single contact at the completion of service to sign off on all completed work.
- Provide the name of the project manager (if applicable).
- Notify Schneider Electric engineers of any security clearance requirements prior to onsite arrival.
- Provide a single point of contact during time of service.
- Provide a single point of contact at the completion of service to sign off on all completed work.
- Provide the name of the project manager (if applicable).
- Provide adequate servers to support the software modules as identified in System Requirements section of this Statement of Work.
- Identify switch-ports and static IP addresses for Schneider Electric networked devices.
- Provide site-specific policies that need to be adhered to during the training to Schneider Electric. Schneider Electric must be contacted at least 48 hours in advance of the scheduled 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.

- Provide the name of the project manager (if applicable).
- Identify switch-ports and static IP addresses for Schneider Electric networked devices.
- Schneider Electric must be contacted at least 48 hours in advance of the scheduled 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.
- This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

## 9.0 Pricing

- The StruxureWare 5 Rack Configuration Service is a standard fixed-fee service designed to implement the Small IT Monitoring and Management 5 Rack Solution. Pricing for the service (WNSC5RACK) is available from your Schneider Electric sales representative.

## 10.0 Terms and Conditions

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