

A photograph of a technician in a light-colored shirt and dark pants standing in a server room aisle, looking at a tablet. The server racks are dark and line both sides of the aisle.

EcoStruxure Optimization Service

Statement of Work

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Prepared by Secure Power EcoStruxure Services, NAM
Scope: Optimization Service

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1.0 Executive Summary

The EcoStruxure Optimization Service is designed to help customers update and gain a deeper understanding of their EcoStruxure IT solution. This service is performed by a Schneider Electric Application Engineer (AE) with advanced EcoStruxure IT platform experience. The AE will help customers:

- Optimize platform health and current workflows
- Standardize or customize configurations
- Streamline device imports and upgrade device firmware
- Implement best practices and system training

This service is for new and existing customers using:

- Data Center Expert
- Data Center Operations
- IT Expert
- IT Advisor
- NetBotz

2.0 Features & Benefits

EcoStruxure IT Optimization Service:

The EcoStruxure IT Optimization Service is a remote, consultative service which can be implemented in 2-hour increments. This service is opened ended and intended to provide overall optimization guidance and training on existing EcoStruxure IT deployments.

Customers may identify specific areas of focus or rely on the optimization outline provided. Improving usability, manageability, system performance and security are the focus of this service. Specific features and benefits include:

Configuration Review	Configuration workflows are evaluated for sustainability and scalability
System Adjustment	User management, email notification policies, and custom thresholds are evaluated
Optimize Health and Workflows	Alert and alarm configurations are reviewed along with overall device health
Firmware Upgrades	Device firmware updates and evaluation of the device security report

Assumptions:

Successful performance of this service is based on the following assumptions:

- Schneider Electric will perform all services during normal business hours (M-F; 8-5)
- Scheduled work will be discussed and approved by customer
- All devices are to be installed and connected to the network
- Customer will provide a primary point of contact
- Customer will provide remote system access

Deliverables:

The EcoStruxure Optimization deliverables to include:

- Meeting with the customer to review the deliverables
- Pre-check list for clear communication and verification for project preparation
- Meeting with customer prior to beginning of work to confirm and review scope
- Register and activate all purchased license keys
- Install desktop client, if applicable, on two laptops or workstations

Exclusions:

Services are limited to the scope defined in this document. The following items are outside the scope of this service offering:

- Project management
- Configuration of the customer network
- DDF file development
- Urgent or technical support queries outside business hours

3.0 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.

- SCHEDULE
 - Actual set dates will be discussed and approved between Schneider Electric and the customer
- LOCATION
 - This service will be performed remotely via communication channels agreed to by Schneider Electric and the customer
- COMPLETION CRITERIA
 - Engagement will be considered completed if at least one of the following criteria are satisfied:
 - Customer accepts final project summary in writing via email
 - Customer fails to accept or reject final project summary within ten (10) days of the date sent

4.0 Pricing

The EcoStruxure IT Expert Optimization Service is a fixed-fee service. 4-hour or 8-hour Optimization services can be purchased:

- 4hr EcoStruxure Optimization Service: qty 2 WNSWDCIMCUSTOM
- 8hr EcoStruxure Optimization Service: qty 3 WNSWDCIMCUSTOM