



EcoStruxure Asset Advisor for secure power and cooling - Predict

Statement of Work

Date: 25 February 2021

Prepared by Critical Power & Cooling Services
Scope: Digital Services

www.apc.com

ARUO-BDCNVH

Contents

1.0 Executive Summary	3
2.0 Features & Benefits	4
2.1 Service Overview	4
2.2 Features & Benefits.....	5
3.0 Details of Service	6
3.1 Activities & Description	6
4.0 Assumptions & Exclusions.....	7
4.1 Assumptions.....	7
4.1.1 Time, People & Location ⁽⁷⁾	7
4.1.2 Services Activities & Upgrades	7
4.2 Exclusions	8
4.2.1 Additional Scope of Work not expressly included in the order/contract.....	8
4.2.2 Additional time or fee not planned to access or exit from Customer site.....	9
4.2.3 Stand by time/Waiting Time more than 30 minutes unless caused by Schneider Electric.....	9
4.2.4 Extra working hours not included in order/contract.....	9
4.2.5 Other circumstances that increase the time or costs of performing	10
5.0 Scope of Responsibility	11
5.1 Schneider Electric Responsibilities	11
5.2 Customer Responsibilities	11
6.0 Project Work Details	11
6.1 Schedule	11
6.2 Location.....	11
6.3 Completion Criteria	11
7.0 Start and Termination	12
7.1 Duration.....	12
7.2 Disconnection and Data	12
7.3 Opt Out.....	12

1.0 Executive Summary

Schneider Electric EcoStruxure Asset Advisor for secure power and cooling – Predict ⁽¹⁾, a cloud-enabled remote monitoring service, can monitor, troubleshoot and track site problems in a timely and efficient manner.

This service will evaluate incidents and activate the proper response mechanism with user-defined notification rules, including phone call or message on a mobile app. Predictive analytics and assessments assist in identifying potential downtime, threats and lower total cost of ownership on connected, eligible assets.

The EcoStruxure IT app ⁽²⁾ delivers live sensor data and smart alarms on connected devices, giving Customers peace of mind knowing their physical infrastructure is being monitored by qualified experts, 24 hours a day, 7 days a week, 365 days a year.

⁽¹⁾ EcoStruxure Asset Advisor for secure power & cooling – Predict naming can be shortened to EcoStruxure Asset Advisor Predict after the first mention.

⁽²⁾ EcoStruxure Asset Advisor Predict includes also EcoStruxure IT Free which consists of a software gateway, a mobile app, a cloud-based account to store your data and a web interface to visualize your data. EcoStruxure IT Free is only available on networked equipment or if there is a management device.

2.0 Features & Benefits

2.1 Service Overview

EcoStruxure Asset Advisor Predict is a cloud-enabled 24/7 remote monitoring service that proactively minimizes downtime and reduces break-fix resolution time through smart alarming, remote troubleshooting ⁽³⁾ and visibility into your equipment lifecycle.

EcoStruxure IT App is, available on Android and iOS, allows instant access to alarm notifications, live sensor data, and chat with your own team and the experts at the Schneider Electric Connected Services Hub 24/7, providing peace of mind and fast problem resolution.

EcoStruxure Asset Advisor Predict provides our experts with additional, data driven insights, enabling visibility of potential system risks and triggering proactive response.

Cybersecurity assessments provide visibility to vulnerabilities of some risks affecting the connected physical infrastructure. Identification of pre-mature battery wearing based on environmental conditions may assist in extending the life of existing batteries through corrective action recommendations. ⁽⁴⁾

Predictive battery analytics can anticipate the date a battery will become inoperable to help plan for battery replacement intervention and assist in avoiding potential UPS downtime.⁽⁴⁾ These analytics are provided electronically through detailed reports on a monthly and semi-annual basis to assist in optimizing your critical IT asset performance.

⁽³⁾ Troubleshooting level depending on type of asset, gateway version and firmware revision (asset and network management card).

⁽⁴⁾ Battery Wearing and Health Analytics are eligible for 3-phase UPSs that provide the correct battery age (configurable at asset level), battery temperature and registered discharge cycle data from following product lines: Symmetra, Smart-UPS and Galaxy.

2.2 Features & Benefits

Features	Benefits
EcoStruxure IT app	Access to information on critical infrastructure devices, removing the need to access a laptop and log into VPN in order to see what an alarm concerns, and how critical the alarm is – all available on the Android/iOS mobile.
Live data on Mobile App	Connect to your physical infrastructure, showing live sensor data and device details directly on your smartphone.
Multi-vendor Equipment Support	Remove the need for multiple monitoring platforms by managing an extensive range of connected Schneider Electric devices including: 1-phase and 3-phase UPSs, power distribution units, cooling and environmental devices and other data center devices. 3rd party devices can be monitored, provided these devices have an IP port with SNMP or Modbus TCP and deliver useful information.
Cybersecurity	Provide improved security for your infrastructure devices, and machine data forms the basis of operational insights and analytics, aimed at reducing equipment maintenance costs.
Device Security Vulnerability Assessments ⁽⁵⁾	Provide you with a unique set of insights and visibility into old firmware, outdated hardware and vulnerable configurations. Taking the actions recommended by the assessments, enables you to handle security risks proactively.
Encrypted Communication	Go through our secure outbound and encrypted Gateway. Outbound https connection from Gateway to cloud with 2048 bits through port 443.
UPS & Battery Assessment ⁽⁶⁾	Gain insights into device health attributed to your UPS and recommendations on how to improve it. Insights on the battery wear, including expected end of life, assist in mitigating risk of downtime if corrective actions are taken.
Monthly Report Deliverable	The EcoStruxure Asset Advisor Monthly Report contains a custom, condensed summary of all alarms that occurred on your connected assets over the past month.
Semi-Annual Report Delivery	Contain custom, comprehensive analytics and assessments on key findings regarding UPS/battery health and cybersecurity.
Alarms on App	Notify Customers via mobile and/or phone call as critical events occur, allowing for fast issue resolution and minimized downtime.

⁽⁵⁾ These are a 'suite' of different cybersecurity assessments.

⁽⁶⁾ Assessment details to be included in Semi-Annual Report deliverable. Battery wear analytics only applicable to eligible Symmetra, Smart-UPS and Galaxy product lines that meet Gateway requirements.

3.0 Details of Service

3.1 Activities & Description

The specific activities of the EcoStruxure Asset Advisor Predict service are listed below:

Activities	Description
Sensor Data	Show live sensor data and device details directly on your smartphone.
Immediate notification	Provide immediate notification (based on network latency and polling intervals) via phone, and/or message via mobile app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
Monthly and Semi-Annual Reports Delivery	Deliver regular .pdf reports via e-mail, with key metrics, KPIs and recommendations on connected devices, based on data analytics, including incidents and alarms, and current and expected lifespan for the physical infrastructure. See page 5 for details of the reports.
Expedited Problem Resolution	<p>Schneider Electric will:</p> <ul style="list-style-type: none"> • receive immediate notification of physical infrastructure alarms; • notify and work with the customer to diagnose the problem. <p>Provided on-site service is purchased. If on-site service is dispatched, the Schneider Electric technician will acquire the pertinent information prior to arriving on-site.</p>

4.0 Assumptions & Exclusions

4.1 Assumptions

The successful performance of the tasks defined in this Statement of Work is based on the following key assumptions, which are agreed to by Schneider Electric Field Service.

4.1.1 Time, People & Location ⁽⁷⁾

- The system must be installed in an environment that adheres to manufacturer specifications;
- Services performed on site by Schneider Electric Field Services will be executed during Schneider Electric business hours unless otherwise requested by the Customer. Those hours are Monday through Friday from 8am to 5pm weekly, local time, unless otherwise specified;
- All services are performed on site by qualified Schneider Electric Services personnel;
- Hours of Operation for Technical Support are Country specific and include either 24/7 or business hours coverage;
- Next-Business-Day is defined as the next day during the business week and normal business hours;
- Response time is defined as elapsed time between when Schneider Electric Services technical support determines an on-site visit is necessary and the time the Field Services Representative arrives at the Customer's site. Please verify the service coverage and response time for your location with your local Schneider Electric Services sales representative;
- Schneider Electric will provide Services with respect to equipment and assets that are inside the Service Area. "Schneider Electric Services Area" means a location that is within (i) one hundred (100) miles or one hundred and sixty (160) kilometers radius of a Schneider Electric Services' 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;
- Geographical restrictions may apply. Some aspects of the service definition presented in this document may vary by location. In the case of a conflict between the service definitions contained in this Statement of Work and the local service definitions will prevail. For more information, please refer to your Schneider Electric Services sales representative; and
- This service applies to a Customer location with standard site and product access. Our services assume continuous uninterrupted and unobstructed access to the equipment, standby time may be chargeable.

4.1.2 Services Activities & Upgrades

- Preventive Maintenance upgrades to 24/7 are available. On-site response upgrades to 8-hour 24/7 or 4-hour are available. The 4-hour on-site response upgrade may not be available in all locations, please check with your local Schneider Electric service sales representative or reseller for availability.
- Where next-business-day, 4-hour or 8-hour services are available for purchase, qualified personnel will arrive on site within 4-hour or 8-hour or next-business-day from the time Schneider Electric Services Technical Support deems an on-site visit is necessary.
- The complete preventive maintenance check implies that the system is placed in maintenance bypass.
- Services obtained from any Schneider Electric partner or reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Schneider Electric Services Solutions on this document. Please contact the reseller or the local Schneider Electric sales representative for additional information on Schneider Electric Services Solutions on Products obtained from a reseller;
- Schneider Electric Field Services will define with the Customer the best approach to find a solution and reserves the right not to execute any modification outside of its defined scope of responsibility;

⁽⁷⁾ All assumptions that refer to reaching a location within a certain time are subject to local variations. Please contact your local Schneider Electric Services sales representative for further information.

- The end user is responsible for ensuring that one staff member is always on duty, available to be contacted for an incident;
- The end user is responsible for putting all prerequisites in place to enable their devices to be connected to EcoStruxure Asset Advisor for secure power & cooling;
- All devices require an installed Network Management Card (NMC) or be EcoStruxure-ready via SmartConnect. The device must be connected to and discoverable on a TCP/IP network that can be made accessible to connect to the EcoStruxure IT Gateway or via the SmartConnect port;
- EcoStruxure Asset Advisor for secure power & cooling, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric Services sales representative for availability in your area;
- EcoStruxure Asset Advisor for secure power & cooling refers only to a remote monitoring service;
- The Terms and Conditions of EcoStruxure Asset Advisor for secure power & cooling are available [here](#).
- The connection to EcoStruxure Asset Advisor for secure power & cooling is done through EcoStruxure IT Gateway (free downloadable software, available also as a hardware appliance, sold separately);
- EcoStruxure Asset Advisor for secure power & cooling is only available if EcoStruxure IT is installed and configured accurately;
- EcoStruxure IT mobile app must be installed and enrolled at this [link](#) to activate the cloud-enabled remote monitoring service; and
- EcoStruxure Asset Advisor for secure power & cooling is operational once the Customer is contacted and validated by the Connected Services Hub, remote monitoring team.

4.2 Exclusions

Any items not expressly included in this offer for the Services will be subject to a specific quotation from Schneider Electric and will be charged in addition subject to agreement with the Customer. This includes, for instance, but is not limited to:

4.2.1 Additional Scope of Work not expressly included in the order/contract

- Safety officer or security escort charges;
- Costs and charges associated with switching and isolation operations;
- Additional type test, test or FAT with reports or other reports outside the Schneider Electric standards; or any specialized testing and commissioning;
- Repair of damage caused by abuse, misuse, improper storage conditions, lack of maintenance, maintenance not in accordance with Schneider Electric/the manufacturer's instructions, non-compliance with Schneider Electric instructions for installation or energizing, mechanical, electrical or electronic overload or other events outside Schneider Electric's control;
- Replacement or repair work resulting from normal wear-and-tear of equipment, damage or accidents owing to insufficient monitoring of the equipment or use that is non-compliant with the purpose of the equipment and/or Schneider Electric/the manufacturer's instruction;
- Cabling or wiring external to equipment;
- In case of cabling problem, or wrong phase rotation, Schneider Electric Field Services will not carry out any rework on the cabling;
- Software programming and configuration, including EcoStruxure IT Gateway;
- Process design, civil and other mechanical works;
- Consumables, additional spare parts, cables or other materials and related labor and travel costs (e.g.: batteries, wearing parts, including, but not limited to, capacitors and fans);

- Supply or installation of additional equipment or raw material required to perform and related labor costs (site busbar, cabling, generators, lifts, testing kit, lift, crane, ladder, containment and cable glands, including connection to site ground, unless specifically detailed as included);
- Removal and disposal of legacy equipment;
- Support for third-party equipment;
- Intervention in a different location than planned;
- Adaptations required due to insufficient nature of, or error in, the information sent by the Customer, a change to the location of the equipment or its environment;
- All on-site support dispatch service, resulting from EcoStruxure Asset Advisor for secure power & cooling remote monitoring service are governed by a dedicated Statement of Work which is not included in this Statement of Work and will be charged following our standard pricing list. Please refer to your Schneider Electric Services sales representative for more information;
- Equipment not provided by Schneider Electric Services. Examples include, but are not limited to:
 - Third-party components;
 - Switchgear;
 - Information Technology (IT) Equipment;
- Installation activities not provided by Schneider Electric Services as part of this service include, but are not limited to:
 - System installation;
 - Battery assembly;
 - Information Technology (IT) Equipment migration services; and
 - Specialized testing or commissioning services.

4.2.2 Additional time or fee not planned to access or exit from Customer site

- Delay in gaining access to or obtaining work permits for the utility substation or other aspects of the site;
- Delays incurred due to compliance with exceptional background check requirements or due to required medical or drug tests;
- Additional health and safety, environmental or security requirements at the Customer's site which were not previously agreed to Schneider Electric;
- Induction, Safety or Cybersecurity training longer than planned;
- Access to final on-site destination longer than 30 minutes from gate to the equipment; and
- Delays related to IT (no camera, no laptop, format disk after mission).

4.2.3 Stand by time/Waiting Time more than 30 minutes unless caused by Schneider Electric

- Unavailability of Customer or its third-parties required for the performance of the services;
- Unavailability of equipment, tools, hardware, software, internet connectivity, or office space required for the performance of the services;
- Cancellation or postponement of the services by the Customer (unless in accordance with the contract with Schneider Electric); and
- Delay or unavailability of transport either when not organized by Schneider Electric or outside of Schneider Electric's control.

4.2.4 Extra working hours not included in order/contract

- Schedule modification or acceleration plan requested by the Customer;
- Additional expenses (accommodation, catering and transportation);
- Delay in decisions and approvals by the Customer; and
- Delay or unavailability of accurate and complete information as requested by Schneider Electric.

4.2.5 Other circumstances that increase the time or costs of performing

- Other events or circumstances outside of Schneider Electric's reasonable control which increase the time or costs of performing the services.

Please contact your local Schneider Electric Services sales representative for clarification.

COVID-19: The company reserves the right to amend, withdraw or otherwise alter this submission without penalty or charge as a result of any event beyond its control arising from or due to the current COVID-19 pandemic or events subsequent to this pandemic, including changes in laws, regulations, bylaws, or direction from a competent authority.

5.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric and the customer.

5.1 Schneider Electric Responsibilities

- Entitle the EcoStruxure Asset Advisor Predict, cloud-based remote monitoring service;
- Provide 24/7 monitoring of connected devices with EcoStruxure Asset Advisor Predict coverage;
- Notification of Incidents to the customer via phone call, and/or message in the EcoStruxure IT app;
- Collect data for data analytics; and
- Provide Monthly and Semi-Annual Reports, as described in Section 2.2, electronically via e-mail.

5.2 Customer Responsibilities

- Purchase service SKU on select devices to be connected to EcoStruxure Asset Advisor Predict;
- Install and register the latest version of EcoStruxure IT Gateway on a local server;
- Discover network devices and select the assets to be connected and monitored;
- Download and install the **EcoStruxure IT app** on your mobile device; and
- Set and maintain contacts for 24/7 incident notification (available for contact by Schneider Electric).

If assistance of installation and configuration of EcoStruxure Asset Advisor Predict is required, please contact local service sales or Connected Service Hub.

6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric Services – if an on-site presence for the connection process is necessary - for the customer with specifications on date, time and place.

6.1 Schedule

Actual installation dates will be discussed and approved between Schneider Electric and the customer.

6.2 Location

The location of this project will be on-site. It will be discussed and approved by Schneider Electric and the customer.

6.3 Completion Criteria

Schneider Electric is expected to have finished its written duties when:

1. The devices are connected to the EcoStruxure Asset Advisor Predict cloud;
2. The customer has the EcoStruxure IT mobile app on his smartphone and sees information in it;
3. The Connected Service Hub sees the customer's devices information; and
4. The Connected Service Hub sees the list of customer contact details for service notifications.

7.0 Start and Termination

7.1 Duration

The connection of a device to EcoStruxure IT app has no end-date, it is unlimited.

The connection of a device to EcoStruxure Asset Advisor Predict has a standard duration of 1 year or the pro-rated date range reflected in your service contract.

7.2 Disconnection and Data

Should customer terminate contract without physically disconnecting the device(s), Schneider Electric reserves the right to continue to store the data sent by the device(s), to continuously improve the quality of its products, and propose the best service.

7.3 Opt Out

Customer has the right to refuse data coming from its devices to be stored after expiration of agreement.