

Life Is On | Schneider  
Electric

# Dispatch Services

An upgrade service to EcoStruxure IT Expert

## Statement of Work

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Prepared by Secure Power Services  
Scope: Edge Services

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## 1.0 Executive Summary

Dispatch Services is an upgrade to our cloud-based software, EcoStruxure IT Expert, that enables Customers and Partners to provide first level technical support, while leveraging Schneider Electric for advanced support, qualified Services personnel and replacement parts in an affordable manner. Technical Troubleshooting Training is required and provided by Schneider Electric for the Customer or Partner to develop the skills to provide the first level of troubleshooting to devices.

Schneider Electric helps Customers minimize the chances of downtime, by leveraging an award-winning IT infrastructure management software and combining it with advanced remote and on-site support from Schneider Electric's Connected Services Hub and qualified Field Services Representatives (FSR). Dispatch Services includes labor and travel expenses as an upgrade to the parts-only factory warranty and it also includes parts after the warranty period ends, during eligible years.

Schneider Electric Services will dispatch authorized personnel to provide repairs in the event of an unexpected problem that cannot be solved remotely. Parts, labor and travel costs are included. Next-Business-Day response time is the standard on-site offering.

## 2.0 Feature & Benefits

Features	Benefits
<b>Parts, Labor and Travel Expenses Included</b>	Provide service budgeting stability – Fixed cost.
<b>Advanced Remote Support and On-site Repair</b>	Provide advanced remote support in case any unexpected problem may occur and the level 1 troubleshooting by the Customer or Partner's network operating center (NOC) is not able to solve the problem. Provide additional insights and/or repair the equipment on site to the manufacturer's specifications by highly qualified Schneider Electric Services personnel.
<b>EcoStruxure IT Expert<sup>(1)</sup> Enhancement</b>	Go beyond using EcoStruxure IT Expert as a device monitoring tool, by being able to troubleshoot critical alarms and remediate hardware issues
<b>Customer Resource Optimization</b>	Allows any Customer to concentrate on their core business, not on replacing IT infrastructure.
<b>Coordination Scheduling</b>	Avoid any delays caused by scheduling conflicts, thanks to quick access to Schneider Electric's support team for advanced troubleshooting and service dispatch.

<sup>(1)</sup> EcoStruxure IT Expert is sold separately from Dispatch Services and is required as a prerequisite for the Connected Services Hub to be able to remotely access information about devices.

## 3.0 Details of Service

### 3.1 Level 1 Troubleshooting Technical Training – Services’ Deliverables

Customers buying Dispatch Services need to make sure their Network Operating Center (NOC) agents who are in charge of monitoring and troubleshooting take the time to develop the skills that are necessary to deliver the first level of troubleshooting of any devices under contract. The Troubleshooting Technical Training will be delivered virtually by a Schneider Electric’s highly qualified technical support agent. This training will be available on-demand to allow NOC agents to refresh the lessons learned. The training program is available on Schneider Electric’s virtual learning platform under the name “*EcoStruxure IT Expert Enabled Dispatch Service Operator Training*”.

### 3.2 Remote advanced troubleshooting support – Services’ Deliverables

Customers buying Dispatch Services have also access to Advanced Troubleshooting Support from highly qualified technical support personnel from Schneider Electric Connected Services Hub <sup>(2)</sup>.

This support is available after the Customer or Partner’s NOC agents are actively monitoring and find a problem on a covered <sup>(3)</sup> device through EcoStruxure IT Expert and they perform level 1 troubleshooting, as trained by the Troubleshooting Technical Training. If the level 1 troubleshooting efforts are not successful, the NOC agent can request support from Schneider Electric and the problem is escalated to a Connected Services Hub agent, who then provides advanced troubleshooting support and can schedule an on-site visit, if the device requires spare parts or replacement.

For the Connected Services Hub to be able to provide advanced support, the device must be connected and actively monitored through EcoStruxure IT Expert.

Services’ Deliverables	
Activities	Description
Remote Troubleshooting through the EcoStruxure IT platform	Provide specific recommendations when level 1 troubleshooting does not solve the problem, enabling a timely and informed choice of action during critical incidents.
Service Visit Coordination	Schedule an on-site service visit, when the issue cannot be solved through remote troubleshooting.
Problem Resolution	Contact the Customer or Partner’s NOC to confirm the problem was resolved and the device is working properly.

For more information on EcoStruxure IT Expert, please visit <https://ecostruxureit.com/ecostruxure-it-expert/>

### 3.3 On-site Services’ Deliverables

Dispatch Services provides qualified Schneider Electric Services personnel on location within a specified period to diagnose, repair and test in the event of an unexpected problem. The following table lists the details of the service tasks provided with this visit. All related labor, travel and parts are included within the context of such an intervention.

<sup>(2)</sup> Geographical restrictions apply. Please verify availability with your local Schneider Electric Field Services Representative.

<sup>(3)</sup> The device needs to be under a Schneider Electric Service Plan contract.

The specific activities of the Dispatch Services' advanced support are listed below:

<b>Services' Deliverables</b>	
<b>Activities</b>	<b>Description</b>
<b>Check and Record System Status</b>	Document the system status upon arrival to the site (i.e. online, bypass, reduced capacity, etc.)
<b>Diagnose</b>	Confirm the reported issue as required.
<b>Repair</b>	Replace any part that is not working as expected and repair the system as required.
<b>Test</b>	Complete functional tests conducted after corrective action is taken.
<b>Prepare and Deliver Report</b>	Describe the problem and describe the corrective action taken. A detailed report will be provided.
<b>Component Recycling and Disposal <sup>(2)</sup></b>	Ship out the replacement product and provide a prepaid return shipping label for the used UPS, battery, or related accessory.

## 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

- The system must be installed in an environment that adheres to manufacturer specifications;
- Services performed on-site by Schneider Electric Field Service will be executed during the Schneider Electric business hours unless otherwise requested by the customer. Those hours are Monday through Friday from 8am to 5pm weekly, local time, unless other 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 24x7 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 service technical support determines an on-site visit is necessary and the time the Field Service Representative arrives at the Customer's site;
- These services apply to a Customer location with access to the site and product within 30 minutes;
- Schneider Electric will provide Services with respect to equipment and assets that are inside 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;
- 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 on this Statement of Work and the local service definitions the local service definitions will prevail. For more information, please refer to your Schneider Electric Field Services Sales Representative;
- In the Continental United States Next Business Day response should be confirmed in the following geographies; Alabama, Alaska, Kansas, Kentucky, Maine, Montana, Nebraska, North Dakota, Texas, South Dakota, and West Virginia.
- Please verify the service coverage and response time for your location with your local Schneider Electric Field Service Representative;
- 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.
- Any delays resulting in lost time caused by others may be chargeable;
- The end user is responsible for enabling one staff member always on-duty, available to be contacted for an incident;
- Customer must hold a valid EcoStruxure IT Expert Subscription and an active login for the duration of the onboarding package;
- Customer will provide a primary point of contact for scheduling necessary customer business, and technical resources, and to review and approve Schneider Electric deliverables;
- Customer will provide site and system access, resources (including but not limited to customer personnel and contractors), data, and information as requested and within planned timeframes;
- The Customer will ensure that a server for installation is available according to the system requirements and that the installed server can connect to all devices to be monitored;

- The customer will ensure that the ports in the firewall are open and the installed server can connect to the EcoStruxure cloud;
- Customer will review all deliverables in a timely manner, and agrees that onboarding deliverables are considered accepted five (5) business days after delivery by Schneider Electric unless otherwise specified;
- Scheduled meetings that are unattended by customer count toward maximum total hours/CSM hours included in the onboarding package;
- Onboarding 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.

#### 4.1.2 Service Activities & Upgrades

- At the end of the activities, Schneider Electric Field Service Representative will provide the customer with a report indicating that the maintenance of the asset was properly carried out and the functionality of the system was checked in all modes of operation to be compliant with all Schneider Electric service technical specifications;
- EcoStruxure IT Expert, cloud-enabled remote monitoring software, is sold separately and required to be able to deliver Dispatch Services. Please note it is not available in all locations. Please consult with your local Schneider Electric sales representative for availability in your area;
- This device must be connected to EcoStruxure IT Expert for the service to be delivered, therefore the customer is responsible for putting in place all prerequisites and connecting the device to the EcoStruxure IT platform;
- 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;
- The connection to EcoStruxure IT Expert is done through EcoStruxure IT Gateway (free downloadable software);
- 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;

## 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 Service 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 (e.g.: 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;
- In the event of a required UPS or UPS frame replacement, Schneider Electric will supply replacement product, and provide any necessary onsite assembly and start-up of the replacement UPS System. Schneider Electric will not be responsible for connecting the UPS to hard-wired building power, or any other electrical scope. This remains the responsibility of the customer.
- Electrical Installation of new UPS system.
- Any additional services identified, resulting from Dispatch Services and not included in this scope (see section 3), are governed by a dedicated Statement of Work and will be charged following our standard pricing list. Please refer to your Schneider Electric Field Service Representative for more information.
- Equipment not provided by Schneider Electric service. Examples include but are not limited to:
  - Third-party components.
  - Switchgear.
  - Information Technology (IT) Equipment.
- Installation activities not provided by Schneider Electric service as part of this service include but are not limited to:
  - System installation.
  - Battery assembly.
  - Information Technology (IT) Equipment migration services.
  - Specialized testing or commissioning services.
- EcoStruxure IT Expert Onboarding services are limited to guidance, advisory, and recommendations. The following items are outside the scope of this service offering. They can be provided through an additional Schneider Electric service. Please contact a Schneider Electric sales representative for further details.
  - Project management
  - Performance of customer onboarding tasks
  - Configuration of the customer network
  - Firmware upgrades
  - DDF file development
  - Urgent or technical support queries outside CSM hours
  - Any other services or deliverables not expressly set forth in this Statement of Work
- Technical issues related to IT Expert functionality are separate, and will not impact or reduce CSM time available to assist with customer onboarding.

*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 service and the Customer.

### 5.1 Schneider Electric Service Responsibilities

- Schedule qualified and approved personnel to perform services;
- Meet the pre-determined scheduled service date;
- Perform all the On-site Services' activities listed in this Statement of Work;
- Perform services to manufacturer specifications and conform to local health and safety regulations;
- Meet manufacturer and Customer safety requirements;
- Inform and provide recommendations to the Customer about any action items not included in the Statement of Work; and
- Submit Site Report and Maintenance Forms to the Customer.

### 5.2 Customer Responsibilities

- Prior to order, inform Schneider Electric Services Sales of any special site conditions that could prohibit the successful execution of this standardized service, i.e., security clearance, site access requirements, unions, no truck access, no loading dock, no elevator access, no inside moving equipment available, etc.; Once agreed upon with Schneider Electric Services Sales, acceptable special site conditions must be clearly identified on the customer Purchase Order;
- Provide dates and times when the scheduled work can be performed;
- Provide Schneider Electric with 5 business days' notice of any required reschedule;
- Facilitate site access for Schneider Electric Services personnel;
- Provide a suitable path within the building to relocate the components from the dock to the UPS system location.
- Provide a suitable location for the staging of the old components nearby the UPS system location.
- If possible, allow the use of customer on site moving equipment, such as, moving dolly, two wheeled truck, pallet jack, etc.
- Provide a named resource for scheduling of the services;
- Notify Schneider Electric Services personnel of any security clearance and/or safety training and equipment requirements in advance of arrival;
- Ensure safety plan is in place prior to intervention;
- Provide a point of contact during time of service;
- Provide a point of contact at the completion of service to sign off on completed work;
- Provide the name of the project manager (if applicable);
- Have the parties responsible for operation of the equipment present for basic operator training after the system start-up;
- As part of the Dispatch Services, the Customer or Partner have to:
  - Ensure NOC operators take the Level 1 Technical Troubleshooting training program "*EcoStruxure IT Expert Enabled Dispatch Service Operator Training*";
  - Activate the EcoStruxure IT Expert Gateway for critical power & cooling, cloud-based remote monitoring service;
  - Provide 24/7 monitoring of connected devices; and
  - Provide Level 1 Troubleshooting for alarms on connected devices.

## 6.0 Project Work Details

The project work details listed below are provided by Schneider Electric service for the Customer with regard to services date, place and completion criteria.

### 6.1 Schedule

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

### 6.2 Location

The location of this service will be on-site and will be agreed to by Schneider Electric service and the customer prior to the service delivery.

### 6.3 Completion Criteria

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

1. Schneider Electric Services completes all the tasks described in Section 3.1 of this Statement of Work.
2. This service and Statement of Work are terminated for other reasons within the Service Customer Agreement.