

About the PowerChute™ Customer Experience Improvement Program (CEIP)

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Introduction

At APC by Schneider Electric, our goal is to deliver products that meet our customer's requirements and provide value while delivering the best customer experience possible. Whilst we do collect customer feedback through surveys, interviews, and other field research, we have thousands of customers using our PowerChute™ software solutions.

It is impossible to reach out to all of you to get feedback. To help our customers contribute to making PowerChute better, we created the PowerChute Customer Experience Improvement Program (CEIP).

By participating in the program, we will collect certain information about how PowerChute is configured and used. This information will be used to improve the quality of our products, and you always have the option to turn this off whenever you wish.

Frequently Asked Questions

How does PowerChute™ CEIP work?

Our CEIP service running in PowerChute gathers configuration and usage data from your deployment and automatically sends the data to APC by Schneider Electric. Configuration data is typically collected on a weekly basis when the PowerChute service starts, and while User Interface usage data is sent as it occurs (typically within one minute). The data is completely anonymous and transferred securely via HTTPS.

What data does CEIP collect?

We collect certain information about how you configure and use our products. We use the information to help improve the features you use most often and to create solutions to common problems.

PowerChute CEIP collects two classes of information:

- Configuration Data
- Web UI Usage Data

Configuration Data typically tells us how you have configured your PowerChute product. For example, it includes information such as the PowerChute version installed, the operating system running, whether the system is virtualized or not, and which features you have enabled.

User Interface Usage Data helps us understand which features on the Web UI you use the most and the frequency. For example, it might include information such as how often you access the UI after the initial configuration and which pages are accessed most frequently.

CEIP uses these two classes of information to improve our products. The data is not shared with 3rd parties and is completely anonymous

If I participate, can I opt out later?

Yes. You can choose to end participation at any time.

Will I be contacted by APC by Schneider Electric if I participate?

No. The Customer Experience Improvement Program (CEIP) does not collect any customer contact information.