Statement of Work

NetBotz Post Configuration Review

Installation Service

Service

1.0 Executive Summary

The NetBotz Post Configuration Review provides comprehensive training that optimizes the value of the as configured NetBotz solution. The service provides the customer with an effective and concise process of transferring this critical knowledge to their operation and maintenance personnel. Schneider Electric has created standardized training modules, but the trainer will customize it to the customer software solution if required.

Increasing the operators' knowledge is accomplished by completing the Schneider Electric modules presented during classroom and hands-on overview. The 4 hour module addresses all aspects of the NetBotz solution, which the operator needs to be familiar with to maximize the value of the deployed solution.

This service is part of a complete suite of InfraStruxure Management Software Configuration services offered by Schneider Electric Software Services. Contact a Schneider Electric sales representative for more information on services designed to manage the data center from installation and configuration, to training and software maintenance, as well as customizable services that meet unique software integration or enhancement needs.

2.0 Features & Benefits

Features	Benefits
System-level training	Provides the attendees with a clear understanding of the capabilities of the NetBotz solution.
Customer specific curriculum	Overview is tailored towards the specific solution implemented in the customer environment.
Interactive hands-on overview session	Facilitates an increased, in-depth understanding of operational capabilities by using hands-on knowledge transfer.
Solution overview	Reviews the functions of the NetBotz appliance, including all practical aspects environment and security.
Professional expertise	Ensures quality by using only Schneider Electric Certified Engineers with several years of industry experience.

3.0 Details of Service

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

Name of Configuration	
Activities	**Description**
Presentation	Schneider Electric will present the key features of the NetBotz solution, allowing you to quickly monitor your data center.
Monitoring	Schneider Electric will explain the configure the alert profiles, notification methods, alert recipients, advanced scheduling, and escalation process.
Administrating	Schneider Electric will review the administration tasks in NetBotz Camera Pods, Sensor Pods, and external sensors with appropriate location identifiers, device thresholds, and settings.
Functions	Schneider Electric will review the functions of logging, reporting, graphing and event notification in the supported enterprise management system.
Maintenance	Schneider Electric will demonstrate how to upgrade the firmware on NetBotz devices.

4.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:

- Schneider Electric will perform all services during the Schneider Electric business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- The scheduled on-site work time will be discussed and approved between Schneider Electric and the customer.
- The customer will ensure that all Schneider Electric, NetBotz, and third-party devices are installed.
- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.

Additional services are offered as a natural expansion to this Statement of Work:

StruxureWare Management Software Configuration Suite

StruxureWare Management Software Administrator Training

StruxureWare Energy Efficiency Service

5.0 Deliverables

NetBotz Post Configuration Review deliverables to include:

- Schneider Electric will meet with the customer on the morning of the service to review the deliverables.
- Schneider Electric will provide modules configured to customer specific needs for use in classroom and during hands-on sessions.
- Schneider Electric will facilitate the knowledge transfer on site, post configuration and at the customer appointed facility
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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.

- Project management
- Firmware upgrades
- Configuration of the customers network for the use of the application
- Training

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 NetBotz Post Configuration Review Service.
- Identify and document open Schneider Electric and/or customer issues.

7.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the NetBotz Post Configuration Review Service can be conducted.
- Schedule the attendance of minimum one person for the duration of the service that will interact with NetBotz on a regular basis.
- Indicate to Schneider Electric any security clearance requirements when ordering service.
- Provide a point of contact during time of service.
- Provide access to the data center
- Provide Schneider Electric with site-specific policies that need to be adhered to during the visit.
- Provide Schneider Electric with the necessary information about the power setup in the data center.
  Provide a point of contact at the completion of 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.

8.3 COMPLETION CRITERIA

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

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

9.0 Pricing

The NetBotz Post Configuration Review Service (WNSC010405) is a component of the standard fixed-fee StruxureWare Management Software Configuration Suite. Pricing for the service components contained within a solution will be aggregated under StruxureWare Management Software Configuration Suite (WNSC01). Please contact your Schneider Electric sales representative for further details.

10.0 Terms and Conditions

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