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## 1.0 Executive Summary

Schneider Electric StruxureOn Remote Installation service quickly implements the StruxureOn Gateway, StruxureOn Smartphone App and connects both to the StruxureOn Monitoring service. This allows customers to quickly take advantage of the StruxureOn Monitoring service and allows for speedy connection to Schneider Electric experts for 24x7 monitoring of critical assets.

Our highly trained Field Service Engineer will install the StruxureOn Gateway in your environment and the StruxureOn app on your selected smartphone, ensuring quick enablement of the StruxureOn features and reduced strain on internal resources.

This service will be performed by a Schneider Electric certified Field Service Engineer and the details of the work activities to be performed will be outlined in this document.

Schneider Electric has broad experience in deploying StruxureOn. Please contact a Schneider Electric sales representative for more information on services related to StruxureOn.

## 2.0 Features & Benefits

Features	Benefits
Installation	Ensures that the gateway and the app are correctly installed and connected to the StruxureOn Cloud.
Best practices	Provides a speedy and efficient rollout of the StruxureOn Monitoring service.
Professional expertise	Ensures quality by using only the Schneider Electric certified Field Service Engineer with several years of industry experience.

### 3.0 Details of Service

A Schneider Electric Field Service Engineer will install the StruxureOn Gateway, connect it to StruxureOn Monitoring service and help the users install the StruxureOn app on their selected smartphone. Please contact your Schneider Electric sales representative to begin the process.

Details of Service	
Activities	Description
Coordinate Installation	Coordinate the installation of the StruxureOn Gateway with the customer.
Install	Install StruxureOn Gateway on the customer designated server
Discovery	Discover devices to be monitored by the StruxureOn Gateway
App install	Help up to 3 users connect their Smartphones to StruxureOn
Adding users	Add users to the StruxureOn Gateway
Connection	Test and verify the connection to StruxureOn Monitoring
Overview	Provide an overview of how to use the StruxureOn Gateway and app and enable the customer to add other users.

### 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 work time will be discussed and approved between Schneider Electric and the customer.
- The customer will ensure that the server is installed and configured according to the system requirements.
- The customer will ensure that the installed server can connect to all devices to be monitored.
- The customer will ensure that the installed server can connect to StruxureOn Monitoring according to system requirements. This includes any proxy settings.
- The customer will ensure that any phone or tablet meets the system requirements.
- Schneider Electric will help up to 3 users install the app on their selected smartphone or tablet.
- The customer will ensure that Schneider Electric can get access to remotely control the server for installing StruxureOn.
- Customer will supply remote monitoring software if the one Schneider Electric is using can't be used on the customer network.

## 5.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will contact the customer on the day of the service to review the deliverables.
- Schneider Electric will deliver the services described in this document.

## 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
- Installation of any Operating System on the customers server
- Configuration of any Schneider Electric or 3<sup>rd</sup> party equipment to enable monitoring
- Training

## 7.0 Scope of Responsibility

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

### **Schneider Responsibilities**

- Schedule an Schneider Electric Certified Engineer to perform service.
- Manage and coordinate scheduling of StruxureOn Remote Installation service.
- Ensure installation is performed to manufacturer specifications.
- Identify and document open Schneider Electric and/or customer issues.

### **Customer Responsibilities**

- Identify dates and times when the StruxureOn Remote Installation service can be conducted.
- Schedule the attendance of minimum one person for the duration of the service that will interact with StruxureOn on a regular basis.
- Indicate to Schneider Electric any security clearance requirements when ordering the service.
- 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 user details for all users to be added to StruxureOn.

## 8.0 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.

### 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 remotely by Schneider Electric, at the location specified by the customer at 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 customer specific 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 StruxureOn Remote Installation service (WDISERINST) is a standard fixed-fee service which duration is set to a maximum of 4 hours.

Please contact your Schneider Electric sales representative for further details.

## 10.0 Terms and Conditions

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