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## 1.0 Executive Summary

Schneider Electric StruxureOn Monitoring Service can be implemented to monitor, track and remediate site problems in a timely and efficient manner. This service will interpret incidents and activate the proper response mechanism with user defined notification rules, including phone call or message on a customer Smartphone App.

The Smartphone App delivers live sensor data and smart alarms on connected devices, giving customers peace of mind knowing their physical infrastructure is being monitored by trained experts, 24 hours a day.

## 2.0 Features & Benefits

StruxureOn Monitoring Service offers two levels of service: **Standard** and **Premium**, which are described hereafter.

### 2.1 STANDARD

Features	Benefits
StruxureOn app	Instant information on connected devices, live sensor data and alarms available on your phone.
Alarms on app	Customers are notified immediately via Smartphone and/or phone call as critical events occurs, allowing for fast issue resolution and minimized downtime.
Live data on app	Always connected to your physical infrastructure, showing live sensor data and device details directly on your smartphone.
Multi-vendor equipment support	Manage an extensive range of networked Schneider Electric devices including: 1phase and 3phase UPSs, power distribution units, cooling and environmental devices as well as other data center appliances. Additionally, 3rd party devices can be monitored, provided these devices have an IP port with SNMP or Modbus TCP and deliver useful information.
Cyber security	A cyber-secure connection provides improved security for your infrastructure devices, and machine data forms the basis of operational insights and analytics, aimed at reducing equipment maintenance costs.
Secure encrypted communication	All network communication goes through our secure outbound and encrypted gateway. Outbound https connection from gateway to cloud with 2048 bits through port 443.

**2.2 PREMIUM (INCLUDES STANDARD FEATURES)**

Features	Benefits
Expert 24x7 monitoring	Alleviates the strain on internal support resources by engaging experts to provide 24-hour NOC monitoring of the physical infrastructure, enabling remote trouble shooting for quick resolution of critical incidents.
Incident tracking	Incidents are automatically created and tracked, providing easy access to live incident status, incident history and chat history between your own team and the Schneider Electric NOC personnel.
Share more to get more	Get more value from your data by connecting to the Schneider cloud. Connect one device and you'll get alarms and analytics from that device. Connect all devices in your data center and you'll get the predictive analysis – and if you connect all your data centers you'll be able to benchmark between them, as well as your peers globally.
Team chat collaboration	Collaborate through chat with your own team and Schneider Electric experts for quick resolution of a problem.
Proactive service dispatch	Physical infrastructure threats can be anticipated, identified and resolved quickly and accurately, and potential onsite support dispatched if required.
StruxureOn report	Let us tell you when your fan is about to fail instead of waiting for it to do so. The personalized report provides insights on connected devices, coupled with expert recommendations on how to improve device utilization and lifecycle.

**3.0 Details of Service**

The specific activities of the **Standard** service are listed below:

Activities	Description
<b>Immediate notification</b>	Schneider Electric will provide immediate notification via smartphone app.

The specific activities of the **Premium** service are listed below:

Activities	Description
<b>24-Hour monitoring</b>	Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
<b>Immediate notification</b>	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via Smartphone app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
<b>Delivery of regular report</b>	Schneider Electric will deliver a regular report with key metrics on connected devices, including incidents and alarms and current and expected lifespan for the physical infrastructure.
<b>Expedited problem resolution</b>	<p>Schneider Electric will:</p> <ul style="list-style-type: none"> <li>• receive immediate notification of physical infrastructure alarms</li> <li>• notify and work with the customer to diagnose the problem.</li> </ul> <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 Scope of Responsibility

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

### 4.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Activate the StruxureOn Monitoring Service,
- Provide 7x24 monitoring of connected devices (not available for **Standard**),
- Notify the customer via phone call, and/or message in the Smartphone App of events (not available for **Standard**)
- Collect data for trend analysis (not available for **Standard**)
- Provide monthly report including KPIs, recommendations and best practices (not available for **Standard**)

### 4.2 CUSTOMER RESPONSIBILITIES

- Download, install and register the StruxureOn Gateway or StruxureWare Data Center Expert
- Select the devices to be monitored
- Download and install the StruxureOn App
- Select devices to be connected to StruxureOn **Premium** Monitoring service (if required)
- Set and maintain contacts for 24x7 event notification (available for contact by Schneider Electric).

If installation of StruxureOn Monitoring Service is required, either locally or remotely, please contact your local service sales representative for availability.

## 5.0 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.

- The end user is responsible for configuring the StruxureOn Monitoring Service.
- The end user is responsible for ensuring that one staff member is always on-duty, available to be contacted for an event.

## 6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric 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 any of the following occurs:

1. Schneider Electric completes all the tasks described in Section 3.0 of this SLA.
2. This project and SLA are terminated for other reasons, within the Schneider Electric Customer Agreement

## 7.0 Start and Termination

The StruxureOn Monitoring Service shall come into effect on the Services Start Date and shall terminate on the Expiration of the Coverage Period

### 7.1 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), in order to continuously improve the quality of its products, and propose the best service.

### 7.1 OPT OUT

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

## 8.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

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