



# Statement of Work

# InfraStruxure® Management Software Configuration Base

Installation Service

Service

## 1.0 Executive Summary

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The InfraStruxure® Management Software Configuration Base service is the foundation for all other service activities contained in the InfraStruxure Management Software Configuration Suite. By including the mandatory service, the customer will rest at ease knowing the foundation for their data center management is set up according to manufacturer specifications and structurally solid to build upon. When the service is complete, the customer will be able to open the tool set to manage the data center. The application registration will be established and the customer will be free to focus on core data center management needs.

This service is a mandatory component of the InfraStruxure Management Software Configuration Suite of services offered by APC Software Services. Contact an APC sales representative for more information on services designed to manage the data center from installation and configuration, to training and software maintenance. Additional services include but not limited to the following:

- InfraStruxure Central Software Configuration – Optional Service
- InfraStruxure Operations Software Configuration – Optional Service
- InfraStruxure Capacity Software Configuration – Optional Service
- InfraStruxure Post Configuration Insight - Optional Service

## 2.0 Features & Benefits

Features	Benefits
Pre-assessment	APC will arrange for a pre-assessment discussion with the customer to identify any requirements.
Customer meeting	The onsite customer meeting will ensure that all pre-assessment criteria has been met and set expectation for the remaining features of the service.
License Registration	All licenses purchased by the customer will be registered and activated.
Client Installation	APC will install client software on two (2) computers on the customers network.
Final Inspection	APC will make sure that everything has been configured as to the expectations.
Professional expertise	Ensures quality by using only APC 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, APC will perform the work described.

InfraStruxure Management Base Configuration	
Activities	Description
<b>Pre-assessment</b>	During the pre-assessment an APC representative will together with the customer review the deliverables. The pre-assessment meeting will be performed over the phone.
<b>On-site Meeting</b>	The APC representative will together with the customer discuss the final details about the installation and together set the expectation for the installation.
<b>Register Licenses</b>	APC will register all the licenses the customer has purchased to this installation and also activate the appropriate software modules.
<b>Install Client</b>	The APC representative will install a maximum of two (2) PC's with the purchased client software
<b>Final Inspection</b>	APC will make sure the expectation set between the APC representative and the customer has been completed
<b>Overview</b>	The APC representative will briefly demonstrate how to log in to the system.

### 4.0 Assumptions

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

- APC will perform all services during the APC 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 APC and the customer.
- The customer will ensure that all APC, NetBotz, and third-party devices are installed and can be connected to the APC private LAN network.
- 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:

- InfraStruxure Central Software Configuration
- InfraStruxure Operations Software Configuration
- InfraStruxure Capacity Software Configuration
- InfraStruxure Post Configuration Insight

## 5.0 Deliverables

Configuration deliverables to include:

- APC will arrange a pre-assessment phone meeting.
- APC will meet with the customer on the morning of the service to review the deliverables.
- APC will register and activate all purchased license keys.
- APC will install the desktop client on two laptops or workstations.
- Final inspection

## 6.0 Exclusions

The following items are outside the scope of this service offering. They can be provided through an alternative APC service. Please contact an APC sales representative for further details.

- Project management
- Firmware upgrades
- Configuration of the data center software management solution
- 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 APC and the customer.

### 7.1 APC RESPONSIBILITIES

- Schedule certified engineer to perform service.
- Manage and coordinate scheduling of InfraStruxure Central Basic Administration Service.
- Ensure installation is performed to manufacturer specifications.
- Configure InfraStruxure Central with the customer's network settings and installation of any additional purchased InfraStruxure Central discovery of APC devices.
- Identify and document open APC and/or customer issues.

### 7.2 CUSTOMER RESPONSIBILITIES

- Understands the Follow On Preparation Service is a mandatory service for each additional day beyond day one until service is fully implemented.
- Schedule the attendance of minimum one person for the duration of the service that will interact with the InfraStruxure Central on a regular basis.
- Indicate to APC any security clearance requirements when ordering service.
- Provide a point of contact during time of service.
- Provide access to the data center.
- Provide APC with site-specific policies that need to be adhered to during the visit.
- Provide APC 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 APC and the customer.

### 8.2 LOCATION

The configuration service will be performed on-site at the location indicated to APC by the customer by the time of ordering the service.

### 8.3 COMPLETION CRITERIA

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

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

## 9.0 Pricing

The InfraStruxure Management Software Configuration Base Service (WNSC010101) is a component of the standard fixed-fee InfraStruxure Management Software Configuration Suite. Pricing for the service components contained within a solution will be rolled up under InfraStruxure Management Software Configuration Suite (WNSC01) Please contact your APC sales representative for further details.

## 10.0 Terms and Conditions

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