



## Service Level Agreement (SLA)

# EcoStruxure Asset Advisor cloud-based remote monitoring Service

Operate

Service

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## 1.0 Executive Summary

Schneider Electric EcoStruxure Asset Advisor, a cloud-enabled remote 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 mobile app, called EcoStruxure IT App. The EcoStruxure IT 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

EcoStruxure Asset Advisor is a cloud-enabled remote monitoring service that proactively minimizes downtime and reduces break-fix resolution time through smart alarming, remote troubleshooting and visibility into your equipment lifecycle. EcoStruxure IT App, available on Android and IOS, allows instant access to live sensor data, and chat with your own team and the experts at the Schneider Electric Service Bureau 24x7, providing peace of mind and fast problem resolution. Machine data forms the basis of long-term operational insights and analytics, aimed at reducing equipment maintenance costs, and delivered through a secure connection.

**IMPORTANT!** With EcoStruxure Asset Advisor, the customer may connect each device under contract and unlimited number of devices with the EcoStruxure IT app for free. Additional devices not under contract can be connected to EcoStruxure Asset Advisor for an annual fee.

### 2.1 ECOSTRUXURE IT APP

Features	Benefits
EcoStruxure IT app	Fast access to information on critical infrastructure devices, removing the need to access a laptop and log into VPN in order to see what an alarm concerns, and how critical the alarm is – all available on the mobile.
Alarms on app	Customers are immediately notified via mobile and/or phone call as critical events occur, 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	Remove the need for multiple monitoring platforms by managing an extensive range of networked Schneider Electric devices including: 1phase and 3phase UPSs, power distribution units, cooling and environmental devices and other data center devices. 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 EcoSTRUXURE ASSET ADVISOR (INCLUDES EcoSTRUXURE IT APP FEATURES)**

<b>Features</b>	<b>Benefits</b>
24x7 remote monitoring	Alleviates the strain on internal support resources by engaging experts to provide 24-hour Service Bureau 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 Service Bureau 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.
Staff duty status	Immediate overview of who is on duty and who is onsite enables quick response time, removing the need to spend time determining who is available to deal with an incident.
Online chat	Collaborate through chat with your own team and Schneider Electric Service Bureau staff 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.
Monthly 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 **EcoStruxure IT app** are listed below:

<b>Activities</b>	<b>Description</b>
<b>Immediate Alarm notification</b>	Schneider Electric will provide immediate notification via mobile app.
<b>Delivery of regular report</b>	Schneider Electric will deliver a regular report with key information on connected devices, including incidents and alarms and current and expected lifespan for the physical infrastructure.

The specific activities of the **EcoStruxure Asset Advisor** service are listed below:

<b>Activities</b>	<b>Description</b>
<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 mobile app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.

Activities	Description
<b>Delivery of regular report</b>	Schneider Electric will deliver a regular report with key metrics, KPIS and recommendations on connected devices, based on data analytics, including incidents and alarms, and current and expected lifespan for the physical infrastructure.
<b>Expedited problem resolution</b>	Schneider Electric will: <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> 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.

## 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 EcoStruxure Asset Advisor, cloud-based remote monitoring service;
- Provide 24x7 monitoring of connected devices (not available for asset only connected to **EcoStruxure IT app**);
- Notification of alarms to the customer through the Mobile App;
- Notification of Incidents to the customer via phone call, and/or message in the Mobile App (not available for asset only connected to **EcoStruxure IT app**);
- Collect data for data analytics;
- Provide monthly report including KPIs, recommendations and best practices

### 4.2 CUSTOMER RESPONSIBILITIES

- Download, install and register the EcoStruxure IT Gateway or StruxureWare Data Center Expert version higher than 7.4;
- Select the devices to be connected and monitored;
- Download and install the **EcoStruxure IT app**;
- Select devices to be connected to EcoStruxure Asset Advisor (if required);
- Set and maintain contacts for 24x7 incident notification (available for contact by Schneider Electric).

If installation and configuration of EcoStruxure Asset Advisor 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 EcoStruxure Asset Advisor;
- 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 EcoStruxure Asset Advisor 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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