



Statement of Work

Software Support Contract



EcoStruxure IT Expert, IT Advisor, StruxureWare Datacenter Expert, & StruxureWare Data Center Operation

Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Scope of Responsibility
- 6.0 Terms & Conditions

1.0 Executive Summary

The 1-Year and 3-Year Software Support Contracts provide telephone technical support for: EcoStruxure IT Expert, EcoStruxure IT Advisor, StruxureWare Data Center Expert, and StruxureWare Data Center Operation. Software support contracts allow for software upgrades to be provided during the term of the contract. These contracts are necessary for the 25 nodes pre-installed on the StruxureWare Data Center Expert server, and for any additional EcoStruxure IT Expert, EcoStruxure IT Advisor, StruxureWare Data Center Expert, or StruxureWare Data Center Operation license keys purchased.

When multiple EcoStruxure IT Expert licenses, EcoStruxure IT Advisor licenses, StruxureWare Data Center Expert servers, StruxureWare Data Center Expert license keys, and StruxureWare Data Center Operation license keys are purchased, an individual software support contract must be purchased for each server and each license key.

Any customer having an expired contract for one or more of the following products **must first purchase software support coverage from the date the previous contract ended up to the current date** before purchasing additional software support contracts to extend their coverage:

- | | |
|---|--|
| StruxureWare Data Center Expert | Data Center Operation: Server Access |
| StruxureWare Data Center Operation for Colo | Data Center Operation: Cooling Optimize |
| StruxureWare Data Center Operation | Data Center Operation: Energy Efficiency |
| Data Center Operation: Capacity | Data Center Operation: Insight |
| Data Center Operation: Change | EcoStruxure IT Expert |
| Data Center Operation: IT Optimize | EcoStruxure IT Advisor |

2.0 Features & Benefits

Features	Benefits
One year or three years of software support	Provides upgrades, bug fixes, and complete support for the duration of the software support contract. See the End of Life Policy posted on help.ecostruxureit.com .
8AM-8PM EST customer service support with toll free call-in telephone number for NAM only	Customers receive a toll free technical support number. Call center professionals are available 8am-8pm EST. Outside normal business hours, technical support is available in English, and is reserved for critical needs only.
8 X 5 customer service support for APJ ANZ, EMEA, LAM and GCN	Customers receive a local technical support number. Call center professionals are available during standard business hours only.
Support entitlement assistance and Support Entitlement Certificate	Customers receive assistance from the Technical Support team to make sure their product is properly recorded. An emailed Support Entitlement Certificate provides a detailed record of the service registration, along with the support expiration date and the passcode.
Entitlement Duration Options	The 1-Year protection option offers the lowest cost solution; the 3-Year option offers the best value.

3.0 Details of Service

Schneider Electric will perform each of the following service activities:

Warranty	
Activities	Description
Create warranty entitlement	The Schneider Electric Entitlements team will assist the customer in the registration process. Schneider Electric will create the support entitlement and provide the customer with a Support Entitlement Certificate and passcode via e-mail to be registered on help.ecostruxureit.com .
Provide customer telephone support	Schneider Electric will provide 8AM-8PM EST technical telephone support for NAM. Outside normal business hours, technical support is reserved for critical needs only. Schneider Electric will provide 8 X 5 technical support in APJ, ANZ, EMEA, LAM and GCN regions.
Provide software support and upgrades	The Software Support Contract provides technical support and limited configuration assistance for EcoStruxure IT Expert, EcoStruxure IT Advisor, StruxureWare Data Center Expert, StruxureWare Data Center Operation and associated modules Software Support Contracts entitle customers to all software upgrades and/or updates, for the duration of the software support contract, which include new features and product enhancements and are available by download through the help.ecostruxureit.com or by contacting the Schneider Electric Technical Support Team.

4.0 Assumptions

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

- The customer has purchased the required license keys and software support contracts for: EcoStruxure IT Expert, EcoStruxure IT Advisor, StruxureWare Data Center Expert and/or StruxureWare Data Center Operation.
- The customer has purchased Software Support Contracts prior to transferring any legacy license keys to current StruxureWare Data Center Expert.
- Schneider Electric has provided guidance on the product's service life span limits at time of purchase. See the End of Life Policy posted on help.ecostruxureit.com.

The following items are outside the scope of this warranty. Please contact your certified Schneider Electric sales representative for more details.

- Non-StruxureWare for Data Center products
- StruxureWare for Data Center products which are end of life
- Non-Schneider Electric changes that void warranty
- ETL and other custom integrations supported under the service contract
- Customer environment such as VM, network, devices, etc.

5.0 Scope of Responsibility

The items stated here are responsibilities to and from both Schneider Electric and customer. By purchasing a software support contract, the customer agrees to make a good faith effort to furnish all necessary information listed or requested to aid support and problem resolution.

5.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Provide Schneider Electric Support Entitlement Certificate.
- Provide 8AM-8PM telephone technical support for NAM. After hours technical support is available for critical issues and in English only.
- Provide 8 X 5 telephone technical support in APJ, ANZ, EMEA, LAM and GCN regions.
- Entitlement to all Software upgrades and/or updates for EcoStruxure IT Expert, EcoStruxure IT Advisor, StruxureWare Data Center Expert and StruxureWare Data Center Operation and associated modules.
- On-site support requires an additional support contract.

5.0 Scope of Responsibility

The items stated here are responsibilities to and from both Schneider Electric and customer. By purchasing a software support contract, the customer agrees to make a good faith effort to furnish all necessary information listed or requested to aid support and problem resolution.

5.2 CUSTOMER RESPONSIBILITIES

- Provide the EcoStruxure IT Expert, EcoStruxure IT Advisor, or StruxureWare Data Center Expert product model and serial number, MAC address, registration information and allocated hardware if installed on a virtual appliance.
- Purchase the appropriate software support contracts prior to transferring any Legacy License keys to the current StruxureWare Data Center Expert.
- Provide EcoStruxure IT Expert, EcoStruxure IT Advisor, StruxureWare Data Center Expert or StruxureWare Data Center Operation license names, one-time passcodes and registration information.
- Contact Schneider Electric technical support in case of occurrence of issue.
- Provide details of the issue including: exact error messages, whether issue can be replicated, hard drive space available, business impact due to the issue, urgency, priority or any other pertinent information to identify the problem.
- Provide log files and or screen shots as required.
- Provide a backup if requested to do so.
- Provide a point of contact during time of service.
- Allow access to the system when needed.

6.0 Terms and Conditions

APC standard Terms and Conditions apply.

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