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## 1.0 Executive Summary

Schneider Electric EcoStruxure Asset Advisor for secure power & cooling, a cloud-enabled remote monitoring service, can monitor, troubleshoot and track site problems in a timely and efficient manner. This service will evaluate incidents and activate the proper response mechanism with user-defined notification rules, including phone call or message on a mobile 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, 7 days a week, 365 days a year

## 2.0 Features & Benefits

EcoStruxure Asset Advisor for secure power & cooling 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 is, 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.

\*Troubleshooting level depending on type of asset and gateway version

2.2 EcoSTRUXURE ASSET ADVISOR FOR SECURE POWER & COOLING

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.
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.
Monthly report	The report provides insights on the last months incidents and an updated list of your connected assets.
Alarms on App	Customers are notified via mobile and/or phone call as critical events occur, allowing for fast issue resolution and minimized downtime.

3.0 Details of Service

The specific activities of the EcoStruxure Asset Advisor for secure power & cooling service are listed below:

Activities	Description
Sensor Data	Showing live sensor data and device details directly on your smartphone.
Immediate notification	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
Delivery of regular report	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.
Expedited problem resolution	<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 EcoStruxure Asset Advisor for secure power & cooling, cloud-based remote monitoring service.
- Provide 24x7 monitoring of connected devices.
- Notification of alarms to the customer through the EcoStruxure IT app.
- Notification of Incidents to the customer via phone call, and/or message in the 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 for secure power & cooling (if required).
- Set and maintain contacts for 24x7 incident notification (available for contact by Schneider Electric).

If installation and configuration of EcoStruxure Asset Advisor for secure power & cooling is required, either locally or remotely, please contact your local service sales representative for availability.

## 5.0 Assumptions & Exclusions

### 5.1 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 putting all prerequisites in place, so then to connect his devices to EcoStruxure Asset Advisor for secure power & cooling;
- The end user is responsible for ensuring that one staff member is always on-duty, available to be contacted for an incident.
- All UPS & cooling systems require an installed Network Management Card (NMC).

- EcoStruxure Asset Advisor for secure power & cooling, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric Field Service sales representative for availability in your area;
- The end user is responsible for enabling one staff member always on-duty, available to be contacted for an incident.
- EcoStruxure Asset Advisor for secure power & cooling service is performed also on third-party devices.
- EcoStruxure Asset Advisor for secure power & cooling service refers only to a remote monitoring service.
- The connection to EcoStruxure Asset Advisor for secure power & cooling is done through EcoStruxure IT Gateway (free downloadable software) or StruxureWare Data Center Expert version higher than 7.4.
- EcoStruxure Asset Advisor is only available if EcoStruxure IT Gateway or if Data Center Expert version higher than 7.4 is installed and configured.
- The Terms and Conditions of EcoStruxure Asset Advisor for Secure power & cooling are explicitly written in a specific document which is visible on [www.ecostruxureit.com](http://www.ecostruxureit.com)

## 5.2 EXCLUSIONS

- Internal and external batteries are not considered as included parts. They will be subject to a separate quotation;
- Any specialized testing or commissioning.
- Any testing or sample analysis of the site water supply or water used for evaporative cooling or humidification processes.
- Proactive replacement of wearing parts, unless specifically detailed as included only specifically detailed. Our offer excludes the supply or installation of all necessary site busbar, cabling, containment & cable glands, including connection to site earth, unless specifically detailed as included.
- Our offer is exclusive of access platforms/ladders and associated planning consent.
- In case of cabling problem or wrong phase rotation, Schneider Electric Field Service will not carry out any rework on the cabling.
- Schneider Electric Field Service will define with the customer the best approach to find a solution and reserves the right not to execute any modification outside of its defined scope of responsibility.
- All onsite support dispatch service, resulting from EcoStruxure Asset Advisor for secure power & cooling remote service monitoring service are governed by a dedicated Statement of Work which is not included in this Statement of Work and will be charged following our standard pricing list. Please refer to your Schneider Electric Field Service Representative for more information.
- Parts and labor costs for proactive replacement of parts, including but not limited to capacitors and fans.
- Battery Replacement Labor.
- Travel for Battery Replacement.

## 6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric – if an onsite presence for the connection process is necessary - 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

1. The devices are connected to the EcoStruxure Asset Advisor for Secure power & cooling cloud
2. The customer has the Mobile App on his smartphone and sees information in it
3. The service bureau sees the customer's devices information

## 7.0 Start and Termination

### 7.1 DURATION

The connection of a device to EcoStruxure IT app has no end-date, it is unlimited.

The connection of a device to EcoStruxure Asset Advisor for secure power & cooling has a duration of 1 year.

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

### 7.3 OPT OUT

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

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