



# Statement of Work



Installation Services

Service

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## 1.0 Executive Summary

The APC Network Integration Service unites all monitoring points in an InfraStruXure® Solution and tailors the configuration to meet the customer's needs. This service provides a certified APC Integration Engineer onsite for one eight-hour day to join the different parts of the deployed InfraStruXure solution and make it easily manageable through a user-friendly interface. An APC engineer will interface the InfraStruXure solution with your choice of Enterprise Management Solution. This service provides the customer with a single point of management that optimizes the value of the solution by freeing the customer's resources and allowing them to concentrate on their core business.

This service is part of a suite of project services offered by APC and may be purchased alone or as part of a package of services.

The APC InfraStruXure project methodology has a number of process activities that must take place. These activities may be performed by APC, the customer, or the customer's contractor, according to your preference. APC is prepared to provide any or all of these activities. This Network Integration service delivers the vital resources, expertise and tools to quickly and efficiently install and configure all APC management software and accessories.

## 2.0 Features & Benefits

Features	Benefits
System Integration	Provides a remotely manageable, fully integrated APC solution that communicates seamlessly with various third party Network Management and Monitoring tools.
Unattended Shutdown	Utilizes unattended graceful shutdown and load shedding either immediately before an Uninterrupted Power Supply (UPS) shutdown or 'on demand' during emergencies.
Interactive Training Session	Provides the opportunity for hands-on training and in-depth understanding of various APC management tools.
Set Points / Thresholds	Includes the discussion of all set points/ thresholds with the customer and document agreed upon values.
Professional Expertise	Ensures quality by using only qualified network integration engineers with several years of industry experience in networking and system administration.

### 3.0 Details of Service

The specific activities of this service are listed below. For each item, APC will perform the work described.

Configuration	
Activities	Description
InfraStruXure® Manager & NetBotz	APC will configure the InfraStruXure® Manager with the appropriate network settings, notifications, thresholds, Remote Management System (RMS), escalation process, etc.
	APC will configure sensor thresholds and alert notifications, integrating with the customer's process.
	APC will integrate with existing Enterprise Management Systems as required by the Customer.
Devices	APC will configure all APC devices with appropriate location identifiers, device thresholds, and security parameters, and perform discovery.
Network Shutdown	APC will install PowerChute Network Shutdown software on previously identified servers, and configure them for an on-demand shutdown.

Integration	
Activities	Description
InfraStruXure® Manager & NetBotz	APC will interface InfraStruXure® Manager with BMS Systems, Network Management Stations, Syslog, Radius, etc. The configuration will be tested by creating appropriate test messages from the device.
	APC will test the sensors, alerts, and the alert escalation policy.
Devices	APC will implement an escalation sequence or a customized email notification based on the device location, ownership, and other factors. The notification will be tested to the customer's satisfaction.
Network Shutdown	APC will test identified servers to verify shutdown. Sequenced reboot can also be implemented if required products are available onsite.

Training	
Activities	Description
<b>InfraStruXure® Manager &amp; NetBotz</b>	APC will review the functions of the InfraStruXure® Manager, including firmware updates, logging, and reporting, and will cover all practical aspects of monitoring and troubleshooting from the InfraStruXure® Manager.
	APC will train the users on all features, benefits, and reporting capabilities of the installed hardware and software.
<b>Devices</b>	APC will review the detailed list of events that can be generated by a device and identify escalation needs.
<b>Network Shutdown</b>	APC will review in detail the client interface, unattended shutdown process, and the events that can generate a shutdown.

## 4.0 Deliverables

Implementation deliverables to include:

- APC will provide documentation for all work performed on-site along with a list of configured set points and thresholds.
- APC will provide hands-on training up to a limit of eight (8) attendees.
- Integrate all APC products for remote monitoring and management.
- Ensure integration of InfraStruXure® Manager with third party Enterprise Management Solutions.

## 5.0 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).
- APC will perform all work in an eight-hour day.
- The customer will ensure that all assembly work will be done prior to arrival.
- The customer will ensure that all necessary conduits are in place and all cable runs between rooms and/or floors are run prior to arrival.

The following items are outside the scope of this standard service offering. They can be integrated into a customized Statement of Work (SOW) at your request. Please contact your certified APC sales representative for more details.

- Project management
- Equipment not provided by APC
- Support for third-party equipment

## 6.0 Scope of Responsibility

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

### 6.1 APC RESPONSIBILITIES

- Schedule certified personnel to perform service
- Install, configure, and test PowerChute Network Shutdown software
- Provide hands-on training

### 6.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of all personnel who will interact with the APC InfraStruXure Solution
- Indicate to APC any security clearance requirements when ordering service
- Ensure the InfraStruXure Solution is installed and operational prior to the visit
- Provide access to the InfraStruXure system and provide administrator access to servers that require graceful shutdown functionality
- Identify switch-ports and static IP addresses for APC networked devices
- Provide site-specific policies that need to be adhered to during the training to APC at least 48 hours in advance of the scheduled service
- Terminate dry contact cables and sensors inside Fire Alarm panels, EPO switches, Chillers, AC Units, Generators and any other equipment that require trained personnel for service
- Provide USB and Category 5 cables
- Provide 120V outlet receptacles for deployed NetBotz products
- Identify personnel who can ensure the termination of cables

## 7.0 Project Work Details

The following details of the project specify the schedule, location and successful completion criteria.

### 7.1 SCHEDULE

Actual set dates will be discussed and approved between APC and the customer.

### 7.2 LOCATION

The integration service will be performed on-site and at the ship-to location of the equipment, unless informed of a new location by the customer in a 48-hour period before installation is to be done.

### 7.3 COMPLETION CRITERIA

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

1. APC completes all the tasks described.
2. This project and SOW are terminated for other reasons, within the APC Customer Agreement.

## 8.0 Pricing

The Network Integration Service (WITG) is a standard fixed-fee service, priced for one on-site visit for up to eight (8) normal business hours. Additional quantities may be purchased for additional service work that cannot be completed in one site visit, discounts are not applicable. Pricing for this service is available on [www.apc.com](http://www.apc.com).

## 9.0 Terms and Conditions

APC standard Terms and Conditions apply.