

1.0 Executive Summary

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The InfraStruxure® Central Surveillance Configuration service enables the surveillance module within InfraStruxure Central. Please note all cameras should be installed and configured prior to performing this service. This service ensures the cameras are licensed to be used in the surveillance mode and surveillance settings are correctly configured.

This service is part of a complete suite of InfraStruxure Management Software Configuration 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, as well as customizable services that meet unique software integration or enhancement needs.

2.0 Features & Benefits

Features	Benefits
Surveillance configuration	APC will enable the surveillance module on InfraStruxure Central making sure that surveillance is configured to the specific customer needs.
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 Central Surveillance Configuration	
Activities	Description
Activating Surveillance module	APC will enable the surveillance module on InfraStruxure Central by adding the customer purchased license keys.
Enabling cameras	APC will enable NetBotz cameras to be used in the surveillance module.
Camera Settings	APC will in co-operation with the customer configure the camera settings. This activity ensures the camera trigger, and activation settings are set up in accordance to customer specification.

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.
- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.
- The customer will ensure that the InfraStruxure Central has been configured to the InfraStruxure Central Basic Administration service or equivalent.
- The customer will ensure that all NetBotz equipment used for Surveillance has been configured prior to this service.

Additional services are offered as a natural expansion to this Statement of Work:

- InfraStruxure Central Alarm Threshold Configuration
- InfraStruxure Central Alarm Action Configuration
- InfraStruxure Central Alarm Profile Configuration
- InfraStruxure Central Remote Monitoring System Configuration
- InfraStruxure Central Network Management System Configuration
- InfraStruxure Central Building Management System Configuration

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.

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 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 qualified engineer to perform service.
- Manage and coordinate scheduling of InfraStruxure Central Surveillance Configuration Service.
- Ensure installation is performed to manufacturer specifications.
- Identify and document open APC and/or customer issues.

7.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the InfraStruxure Central Surveillance Configuration service can be conducted.
- 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 a point of contact at the completion of service to sign off on completed work.

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:

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

9.0 Pricing

The InfraStruxure Central Surveillance Configuration service (WNSC010110) is a component of the standard fixed-fee InfraStruxure Management Software Configuration Suite. Pricing for the service components contained within a solution will be aggregated 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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