



Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Deliverables
- 6.0 Limitations
- 7.0 Exclusions
- 8.0 Scope of Responsibility
- 9.0 Project Work Details
- 10.0 Pricing
- 11.0 Terms & Conditions

1.0 Executive Summary

The EcoStruxure IT Expert Software as a Service (ITE) Onboarding Package provides skilled, professional guidance during the IT Expert onboarding and startup period that better enables customers to adopt, configure, use, and align IT Expert to achieve their business objectives.

This service will be performed by a Schneider Electric Customer Success Manager with broad experience in deploying EcoStruxure IT Expert. The details of the work activities to be performed are outlined in this document.

2.0 Features & Benefits

| Features | Benefits |
|--------------------------------|--|
| Named Customer Success Manager | Provided as the customer's primary point of contact to arrange meetings and deliver services as needed. |
| Open channels of communication | Choose to communicate with the named Customer Success Manager via various channels that meet corporate policies. |
| Project review | Receive a summary of the project at conclusion. |

3.0 Details of Service

Services are provided by Schneider Electric's Customer Success Management team. A named Customer Success Manager (CSM) is provided as the customer's primary point of contact to arrange meetings with and deliver services as needed. Customers can choose to communicate with their named CSM via various channels, including phone; email; IM/chat; Skype, or other methods that meet corporate policies.

The CSM will guide the customer through typical onboarding, including installation; device discovery; user setup; and alarm threshold configuration. A typical onboarding project includes a kickoff meeting, training, weekly discussions, and a final review. All services are delivered remotely.

The duration of the Onboarding Package is defined as four weeks long starting from the date of the kickoff meeting. The kickoff meeting is usually scheduled in the first week after purchase of the package.

Time with the CSM is flexible, so customers have the option to choose how to best leverage CSM expertise. For example, training hours can be substituted for review meetings, or a meeting can focus on a specific challenge. At the end of the onboarding period, the CSM will review objectives and deliver a summary of the project.

4.0 Assumptions

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

- Customer must hold a valid EcoStruxure IT Expert Subscription and an active login for the duration of the onboarding package.
- Customer will provide a primary point of contact for scheduling necessary customer business, and technical resources, and to review and approve Schneider Electric deliverables.
- Customer will provide resources, data, and information as requested and within planned timeframes.
- The customer will ensure that a server for installation is available according to the system requirements and that the installed server can connect to all devices to be monitored.
- The customer will ensure that the ports in the firewall are open and the installed server can connect to the EcoStruxure cloud.
- Customer will review all deliverables in a timely manner, and agrees that onboarding deliverables are considered accepted five (5) business days after delivery by Schneider Electric unless otherwise specified.
- Scheduled meetings that are unattended by customer count toward maximum total hours/CSM hours included in the onboarding package.
- Onboarding will be considered completed if at least one of the following criteria are satisfied:
 - Customer accepts final project summary in writing via email;
 - Customer fails to accept or reject final project summary within ten (10) days of the date sent.

5.0 Deliverables

Onboarding package deliverables to include:

- Schneider Electric will meet with the customer to review the deliverables;
- Schneider Electric will deliver the services described in this document.

| Typical activities and deliverables | | |
|--|--|--|
| Activity | Description | Deliverable |
| Kickoff/Deployment planning meeting | Conference call/Skype meeting to understand the IT environment and business objectives Provide guidance in planning deployment of IT Expert | Provide guidance in planning deployment of IT Expert |
| Weekly status meeting | 1-hour conference call/Skype meeting | Discuss completed tasks and update activity plan |
| Training | Live remote online training sessions | 1-hour sessions |
| Final review meeting | Review deployment plan and success in achieving goals | Completed review checklist |

6.0 Limitations

All services are performed remotely. The timeframe to complete the service is four weeks from the date of the completed kickoff meeting. CSM activities can be tailored to customer needs, but the total time spent on customer activities is capped at 8 hours. Total CSM time includes all time spent in assisting the customer during onboarding, including training, meetings, off-line problem solving, email, instant messaging, and phone conversations. Training sessions, if scheduled, are limited to 1 hour each.

The scope of customer IT operations that onboarding services will reasonably apply to will be defined and agreed to in the kickoff meeting, based on mutual understanding of the size and complexity of customer IT infrastructure.

7.0 Exclusions

Onboarding services are limited to guidance, advisory, and recommendations. The following items are outside the scope of this service offering. They can be provided through an additional Schneider Electric service. Please contact a Schneider Electric sales representative for further details.

- Project management
- Performance of customer onboarding tasks
- Configuration of the customer network
- Firmware upgrades
- DDF file development
- Urgent or technical support queries outside CSM hours

Technical issues related to IT Expert functionality are separate, and will not impact or reduce CSM time available to assist with customer onboarding.

8.0 Scope of Responsibility

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

Schneider Electric Responsibilities

- Schneider Electric will perform all services during Schneider Electric business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- Provide named Customer Success Manager (CSM) to coordinate and perform service.
- Coordinate and schedule kickoff meeting and subsequent meetings scheduled in the deployment plan.
- Understand customer IT Infrastructure size and complexity to guide definition of scope of customer operations for effective onboarding within the duration of the Onboarding Package.
- Provide guidance and recommendations during scheduled meetings, and upon request throughout the duration of the Onboarding Package, up to the limit.
- Review onboarding tasks for successful completion and customer satisfaction.
- Identify and document open Schneider Electric and/or customer issues.

Customer Responsibilities

- Provide a point of contact during time of service.
- Provide Schneider Electric with the necessary information about the data center and IT infrastructure and policies.
- Schedule the attendance of at least one person with appropriate technical expertise to attend the kickoff meeting and other scheduled meetings throughout the duration of the Onboarding Package.
- Identify dates and times within the duration of the Onboarding Package for communications and meetings defined in the kickoff meeting.
- Provide a point of contact to review and acknowledge completed tasks at the end of the Onboarding Package.

9.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric for the customer including the schedule, location and successful completion criteria.

9.1 SCHEDULE

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

9.2 LOCATION

The onboarding package service will be performed remotely via communication channels agreed to by Schneider Electric and the customer.

9.3 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 the customer specific statement of work;
2. This service and statement of work are terminated for other reasons, within the Schneider Electric Customer Agreement.

10.0 Pricing

The EcoStruxure IT Expert Software as a Service (ITE) Onboarding Package is a fixed-fee service. Please contact your Schneider Electric sales representative for further details.

11.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

The information provided in this Scope of Work cannot be used or duplicated, in full or in part. Other uses for this document are prohibited without written consent by Schneider Electric. All documentation, photographs, imaging or other information provided by the customer, or gathered at the customer site, will be for internal use only and used solely for the purpose of report generation, analysis and recommendations. All services' conditions included in this document apply (i) only between Schneider Electric and that organization that bought the Services Solutions; and (ii) only to those products and services ordered by the Customer at the time that the Schneider Electric Services information is current. Schneider Electric may change the Schneider Electric Services Information at any time. The Customer will be notified of any change in the Schneider Electric Services Information in the manner stated in the then current product ordering and/or services solutions related agreement between Schneider Electric and the Customer, but any such change shall not apply to products or service ordered by the Customer prior to the date of such change. Schneider Electric will have no obligations to provide Services Solutions with respect to equipment and assets that are outside the Service Area. "Schneider Electric Service Area" means a location that is within (i) one hundred (100) miles or one hundred and sixty (160) kilometers radius of a Schneider Electric service location; and (ii) the country in which the Installation site is located, unless otherwise defined in the governing agreement with Schneider Electric, in which case the definition in the governing agreement prevails. If for any reason, Schneider Electric determines that it is unable to repair the covered unit, Schneider electric will offer a pro-rated refund of the service contract. Please refer to Schneider Electric standard terms and conditions. Products or services obtained from any Schneider Electric partner or reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Schneider Electric Services Solutions on this document. Please contact the reseller or the local Schneider Electric sales representative for additional information on Schneider Electric Services Solutions on Products obtained from a reseller.

© 2018 Schneider Electric. All rights reserved. All Schneider trademarks are property of Schneider Electric and its subsidiaries and affiliates. Other trademarks are property of their respective owners. Specifications are subject to change without notice. Disclaimer: This information is reliable at the point of creation and may be subject to change.