

Schneider Electric Field Services & DCLS

Mission Critical hassle-free services designed to provide peace of mind at any stage of the product lifecycle.

Agenda

- > Overview of Services offerings – where and when do they suit?
- > Site Readiness Assessments
- > Connect Plans
- > TopUPS

Customer Challenges

- Increasing costs
- Reducing their Energy usage (and carbon footprint)
- Doing more with less
- Agility
- Scalability
- Optimisation
- Skills shortages
- Move from reactive to predictive management

Increase Your Solution Sales By Selling Services

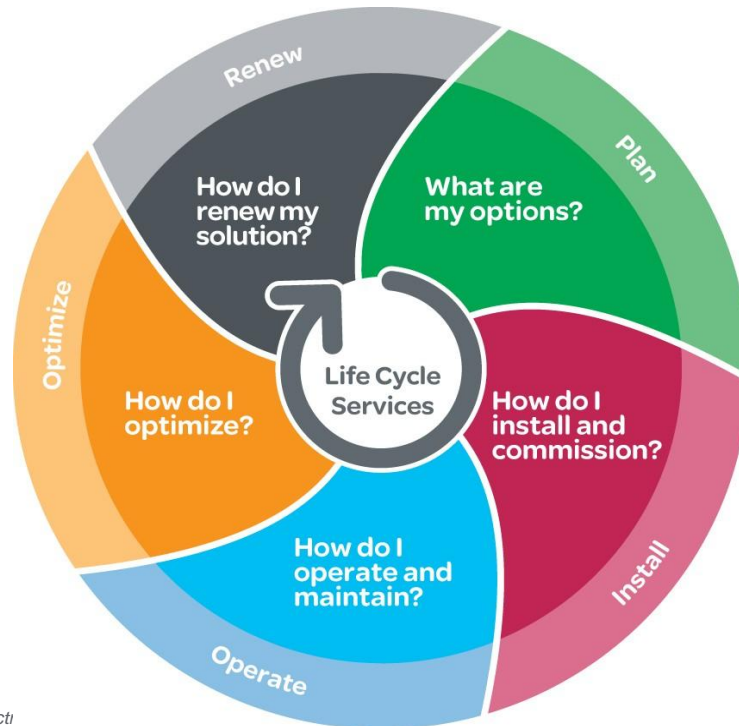
What's in it for your Customer?

- > Allows decision making based on knowledge
- > Quick & efficient implementation of solution
- > Ensures project is completed on time & on budget
- > Extend the security and protection provided by the original Factory Warranty



Schneider Electric Installed Base Services

Schneider Electric is committed to providing services that dramatically simplify the process of planning, deploying, and operating the most efficient and reliable facilities



Our Comprehensive Service Offering

Services to Support you in the PLAN Stage

Assessments

- Assess your facility to determine future and immediate changes needed to your infrastructure.



Site Readiness Assessment

How prepared is your customer for their upgrade or relocation?

A Site Readiness Assessment is designed for customers looking at upgrading or relocating a small to medium-sized computer room or server room.

A professional assessor undertakes a site inspection to review the facility and produce a straightforward, easy-to-read report to identify any issues and give recommendations where improvements can be made to get the best out of your customer's IT facility.

The Site Readiness Assessment provides an economical way for IT and Facilities Managers to prepare for an upgrade or relocation of the physical infrastructure within a facility.

The recommendations provided can help your customer identify any potential points of failure within the facility and establish a plan for addressing infrastructure problems before they impact the business. The assessment can also be used to make decisions around the type and complexity of infrastructure to meet the technical and budgetary parameters for the site upgrade or relocation.



A Site Readiness Assessment is an economical way to identify infrastructure issues and find opportunities to improve a small or medium IT facility.



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> From information to insight

Utilising sophisticated software, the data collection is performed by a Schneider Electric Certified Service Professional, trained to understand the technical dynamics of the data centre environment. The data collected provides insight into components, layout, operational settings, and practices that could impact electrical efficiency, increase energy consumption, or threaten system availability.

Components assessed include:

- > floor layout and air distribution
- > computer room air conditioners (CRACs)
- > rack configuration
- > UPS configuration
- > battery configuration.

> A proven methodology for computer room requirements

The collected data is analysed by a Project Assessor with expertise in data centre management and real-world experience in implementing energy management solutions in IT facilities.

Your Project Assessor will present you with a customised report that:

- > identifies the most significant issues that waste energy in the computer room
- > presents detailed findings and recommendations for improvements
- > includes a "scorecard" for the computer room and its subsystems based on industry standards and best practices
- > prioritises recommendations so that your customer can focus on those that are most critical.

The scorecard rates the efficiency of subsystems, reports the findings, and provides vendor-neutral recommendations for improvements.

Scorecard

- Floor layout and air distribution.
- Computer room air conditioners (CRACs).
- Racks.
- Uninterruptible power supply
- Efficiency and/or reliability are significantly below average. Improvements highly recommended.

- Efficiency and/or reliability are average or above.
- Efficiency and/or reliability are below average.
- Efficiency and/or reliability are significantly below average. Improvements highly recommended.



How will your customer's facility score when it comes to energy efficiency?

Are they doing everything they can to maximise system availability?

SKU	Racks
WQASSESS-QJPA14315-00	1-3
WQASSESS-QJPA30870-00*	4-6
WQASSESS-QJPA14682-00**	4-6
WQASSESS-QJPA14928-00	7-12
WQASSESS-QJPA15204-00	12-24

*1 project assessor - 4 hrs on site
** 2 project assessors - 5 hrs on site

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Our Comprehensive Service Offering

Services to Support you in the **INSTALL** Stage

Project Services

- Project Management
- Installation Management
- Site Coordination
- Integration Services

Installation Services

- Assembly & Start-Up Service
- Electric, Mechanical, and per spec installation
- Custom Netbotz Installation Service

Commission

- Testing
- Training

Our Comprehensive Service Offering

Services to Support you in the **OPERATE** Stage

Warranty Extensions

- Extension of the product's factory warranty, available in 1 or 3 year increments

Service Plans

- Connect Plans - service packages (called Advantage Plans when they are renewed)

Facility Operations

- On-Site operations and maintenance of mission-critical facilities

Managed Maintenance Service

- Process driven management of vendor activities using site-specific procedures, supervised by a SE employee

Vendor Maintenance Service

- Centralised course for optimising maintenance programs, scheduling work activities, and providing follow-up maintenance reporting

Software Support

- Support contracts designed to ensure your critical applications are there where and when you need them

Preventive Maintenance

- Proactive review of your system to identify and correct issues before they become problems

Connect Plans

for Single-Phase, SUVT and Galaxy 3500 Units

Connect Plans are designed to give your customer a complete maintenance service solution for three or five years alongside a new UPS. There are three different service levels to consider, and customers are encouraged to choose the service plan that matches the level of availability required from their UPS.

What units can you sell Connect Plans with?

All single-phase and stand alone three-phase UPS systems can be sold as bundles. These include all Smart-UPS, Back-UPS, Symmetra, SUVT and Galaxy 3500.

How do I know the right Connect Plan for my customer?

What are your customer's requirements? A customer should be encouraged to choose the plan that matches their needs.

If a customer is supporting mission-critical applications, it makes sense to offer the Connect Gold Plan.

What are the Connect Plans?

Connect Standard	Connect Silver	Connect Gold
Extend the factory warranty of a UPS by one or three years.	Eight-hour on-site support (eight hours, 24/7) for a total of three or five years.	Four-hour on-site support (four hours, 24/7) for a total of three or five years.
All parts including batteries.	Covers ALL parts and labour including batteries.	Covers ALL parts and labour including batteries.
Upgrade to 24/7 telephone technical support.	Upgrade to 24/7 telephone technical support.	Upgrade to 24/7 telephone technical support.
SET Pay for return height of faulty parts via consignment note.	No unexpected costs for the life of the Connect Plan.	No unexpected costs for the life of the Connect Plan.
Remote monitoring service for applicable units with Network Management Card.	Remote monitoring service for UPS.	Remote monitoring service for UPS.

Are there pricing benefits in a Connect Plan?

Yes, there is a discount built into the price of Connect Plans varying between 5% and 20%, depending on the plan chosen. Additionally, only years three, four and five are factored into the cost of a Connect Plan and the factory warranty period is upgraded at no additional cost to you.

Year One	Year Two	Year Three	Year Four	Year Five
Factory warranty upgraded at no additional cost.	Factory warranty upgraded at no additional cost.	Year three factored in at a discounted price.	Year four factored in at a discounted price.	Year five factored in at a discounted price.

How do I order Connect Plans?

Connect Plans are available from your distributor. To match the right Connect Plan to your solution, please see the reverse side of this document.



APC by Schneider Electric products and services are developed and managed by a specialised team, now part of Schneider Electric.



Connect Plans

for Single-Phase, SUVT and Galaxy 3500 Units

Three-Year Connect Standard	CSTD-3YR-XX-XX	Five-Year Connect Standard	CSTD-5YR-XX-XX
Three-Year Connect Silver	CSIL-3YR-XX-XX	Five-Year Connect Silver	CSIL-5YR-XX-XX
Three-Year Connect Gold	CGOL-3YR-XX-XX	Five-Year Connect Gold	CGOL-5YR-XX-XX

Connect Standard	Connect Standard + One Year	Connect Standard + Three Years	Connect Silver Three Years Total	Connect Silver Five Years Total	Connect Gold Three Years Total	Connect Gold Five Years Total
Back-UPS	CSTD-3YR-SU-01	CSTD-5YR-SU-01				
Smart-UPS 0 - 16VA	CSTD-3YR-SU-01	CSTD-5YR-SU-01				
Smart-UPS 1.1 - 2VA	CSTD-3YR-SU-02	CSTD-5YR-SU-02				
Smart-UPS 2.1 - 3VA	CSTD-3YR-SU-03	CSTD-5YR-SU-03	CSL-3YR-SU-03	CSL-5YR-SU-03	CGOL-3YR-SU-03	CGOL-5YR-SU-03
Smart-UPS 3.1 - 4VA	CSTD-3YR-SU-04	CSTD-5YR-SU-04	CSL-3YR-SU-04	CSL-5YR-SU-04	CGOL-3YR-SU-04	CGOL-5YR-SU-04
Smart-UPS 5 - 7VA	CSTD-3YR-SU-05	CSTD-5YR-SU-05	CSL-3YR-SU-05	CSL-5YR-SU-05	CGOL-3YR-SU-05	CGOL-5YR-SU-05
Smart-UPS 8 - 10VA	CSTD-3YR-SU-06	CSTD-5YR-SU-06	CSL-3YR-SU-06	CSL-5YR-SU-06	CGOL-3YR-SU-06	CGOL-5YR-SU-06
Smart-UPS 15VA	CSTD-3YR-SU-07	CSTD-5YR-SU-07	CSL-3YR-SU-07	CSL-5YR-SU-07	CGOL-3YR-SU-07	CGOL-5YR-SU-07
Smart-UPS 20VA	CSTD-3YR-SU-08	CSTD-5YR-SU-08	CSL-3YR-SU-08	CSL-5YR-SU-08	CGOL-3YR-SU-08	CGOL-5YR-SU-08
Symmetra 2 - 4K	CSTD-3YR-SY-05	CSTD-5YR-SY-05	CSL-3YR-SY-05	CSL-5YR-SY-05	CGOL-3YR-SY-05	CGOL-5YR-SY-05
Symmetra 5 - 8K	CSTD-3YR-SY-06	CSTD-5YR-SY-06	CSL-3YR-SY-06	CSL-5YR-SY-06	CGOL-3YR-SY-06	CGOL-5YR-SY-06
Symmetra 9 - 12K	CSTD-3YR-SY-07	CSTD-5YR-SY-07	CSL-3YR-SY-07	CSL-5YR-SY-07	CGOL-3YR-SY-07	CGOL-5YR-SY-07
Symmetra 15 - 16K	CSTD-3YR-SY-08	CSTD-5YR-SY-08	CSL-3YR-SY-08	CSL-5YR-SY-08	CGOL-3YR-SY-08	CGOL-5YR-SY-08
Galaxy 3500 / SLMT 10 - 15VA			CSL-3YR-G3-21	CSL-5YR-G3-21	CGOL-3YR-G3-21	CGOL-5YR-G3-21
Galaxy 3500 / SLMT 20VA			CSL-3YR-G3-22	CSL-5YR-G3-22	CGOL-3YR-G3-22	CGOL-5YR-G3-22
Galaxy 3500 / SLMT 30VA			CSL-3YR-G3-23	CSL-5YR-G3-23	CGOL-3YR-G3-23	CGOL-5YR-G3-23
Galaxy 3500 / SLMT 40VA			CSL-3YR-G3-24	CSL-5YR-G3-24	CGOL-3YR-G3-24	CGOL-5YR-G3-24

Example

You wish to sell your customer an SRT5KRMXLI with a Five-Year Connect Gold Plan. Solution: SRT5KRMXLI + CGOL-5YR-SU-05



Our Comprehensive Service Offering

Services to Support you in the **OPTIMISE** Stage

Remote Monitoring

- 24/7/365 monitoring of your critical infrastructure

Battery Replacement Service

- Proactive replacement of your aging batteries

Energy Management Assessments

- Assess your current infrastructure to determine future needs and ways to reduce energy consumption costs

TopUPS

- > Approximately \$200 RRP
- > Most single phase UPS units – replacement battery swapout
- > After hours service available
- > Extended 12 month warranty on entire UPS
- > Units between 3-less than 6 years



Maximum charge for a minimal fee.

Top UPS Plan: Top Up the life of your APC Single-Phase UPS.

The life expectancy of a Single-Phase UPS depends on a number of factors, including the health of the battery. It is recommended to replace the UPS battery every three to four years to ensure reduced risk of potential downtime. However, the battery can easily be forgotten. Schneider Electric's Top UPS Plan takes the pain out of battery replacement and provides peace of mind.

Top UPS Plan is a battery replacement service for APC by Schneider Electric Single-Phase UPS less than six years old*.

- Single-Phase battery**
- On-site battery installation
- One-year extended warranty for the complete UPS
- Access to 24/7 support line
- Disposal of battery

Be proactive, ensure you maximise the life expectancy of your APC by Schneider Electric UPS by refreshing your battery and be prepared for imminent power failures.

A Top UPS Plan extends the life of your APC by Schneider Electric Single-Phase UPS, giving you peace of mind.

*excluding single phase smart UPS v1, v2, v3, v4, v5, v6, v7, v8, v9, v10, v11, v12, v13, v14, v15, v16, v17, v18, v19, v20, v21, v22, v23, v24, v25, v26, v27, v28, v29, v30, v31, v32, v33, v34, v35, v36, v37, v38, v39, v40, v41, v42, v43, v44, v45, v46, v47, v48, v49, v50, v51, v52, v53, v54, v55, v56, v57, v58, v59, v60, v61, v62, v63, v64, v65, v66, v67, v68, v69, v70, v71, v72, v73, v74, v75, v76, v77, v78, v79, v80, v81, v82, v83, v84, v85, v86, v87, v88, v89, v90, v91, v92, v93, v94, v95, v96, v97, v98, v99, v100, v101, v102, v103, v104, v105, v106, v107, v108, v109, v110, v111, v112, v113, v114, v115, v116, v117, v118, v119, v120, v121, v122, v123, v124, v125, v126, v127, v128, v129, v130, v131, v132, v133, v134, v135, v136, v137, v138, v139, v140, v141, v142, v143, v144, v145, v146, v147, v148, v149, v150, v151, v152, v153, v154, v155, v156, v157, v158, v159, v160, v161, v162, v163, v164, v165, v166, v167, v168, v169, v170, v171, v172, v173, v174, v175, v176, v177, v178, v179, 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APC by Schneider Electric produces and services the devices and manages by a specialist team, now part of Schneider Electric.

**Schneider
Electric**

Our Comprehensive Service Offering

Services to Support you in the **RENEW** Stage

Modernisation Services

- Upgrade your equipment's aging components to prolong its serviceable life

Why Buy Services?

- > Customer Satisfaction goes up
- > Predictable costs
- > Move from reactive to proactive

Why Sell Services?

- > Leaving money on the table
- > Help customers achieve goals
- > Increase trusted adviser status



Contacts

> Your distributor!

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Summary

- > Schneider Electric is committed to providing solutions that dramatically simplify the process of designing, deploying, and operating the world's most predictable and efficient facilities.

Make the most of your energySM