Vertiv™ Environet™ Alert

Basic Service Startup Scope of Work

VERTIV™

Service Summary

This service will ensure the following deliverables:

- The Vertiv™ Environet™ Alert application is operational on the customer-provided server and proper licenses applied.
- All customer's requested device templates are loaded into the software.
- Five (5) unique devices are integrated into the software successfully.
- One (1) board organization created per customer direction.
- One (1) floorplan view created, using customer supplied floorplan image.
  - Additional components on the floorplan view to be added by the customer after delivery of the software and services (labels, gauges, charts, racks, device links, etc.).

- Import of existing customer IT asset database, if applicable.
  - Customer responsible to provide the spreadsheet of IT assets, aligned with the Vertiv template.
- Customer access is granted to video training portal for self-help and self-service on software functionality.

The startup activity (remote) shall be scheduled Monday through Friday during normal working hours - typically 8am to 5pm and will be determined in each region. The startup date should be mutually agreed upon, providing reasonable notice.

Service	Performed by Vertiv	Performed by Customer
Software Install and Licensing	✔	Provide server to match spec
Device Template Creation	✔	Provide device info – model numbers, MIB files, registers, etc.
Device Integration – Qty 5	✔	
Board Creation – Qty 1	✔	
Floorplan View – Qty 1	View creation, floorplan add	Labels, gauges, charts, racks, device links, etc.
IT Asset Database Creation	Import of database	Provide database to match import template
Video Training Portal Access	✔	

All work shall be performed by Vertiv Service Engineers.

Prerequisites

- Vertiv Environet Alert server must be online and available for Vertiv technicians to access remotely; server must be properly licensed with a Microsoft Windows operating system and must comply with minimum technical requirements

as listed in the Vertiv Environet Alert Admin Guide, SL-09007.

- Selected devices must be online and reachable via http, SNMP, and/or Modbus (see Admin Guide SL-09007) from the Environet Alert server. Customer network must facilitate SNMP get and Modbus query via TCP port 502 commands between Environet Alert server and the devices to be monitored. The customer is responsible for providing MIB files SNMP walks and/or Modbus registers for integrated devices.

- Customer will provide all prerequisite data as per the Vertiv templates included in the Admin Guide, SL-09007.

Service Performed

Basic Startup

- Install MySQL database and execute Vertiv Environet Alert installer on customer-provided server.

- License server with all appropriate Vertiv licenses.

- Follow install procedures to ensure program opens successfully and is accessible.

Software Installation Checklist

- Ensure that Vertiv Environet Alert server is reachable via web interface.
- Upload the current device template library into the application.
- Integrate five (5) unique devices with associated templates into the software.
- Illustrate board hierarchy creation using tools in web user interface. Create one (1) board hierarchy at customer direction

- Add one (1) floorplan view.
- Import IT asset database.
- Provide basic operation training to include the following: interface functionality and navigation, edits and additions, basic database and communication troubleshooting, access to documentation.

Startup Operation Checklist
Assumptions and Clarifications

- In order to provide timely, accurate and thorough execution of the services described herein, Vertiv requests the following:
  - Point of Contact: Provide an authorized point of contact(s), specific for the scope of work, for scheduling and coordination purposes.
  - Notification: If for any reason the work cannot be performed during scheduled time, notify Vertiv service personnel 24-hours prior to scheduled event
- Startup expenses incurred due to delays beyond the control of Vertiv will be charged.
- Additional activities not part of this scope of work can be added and quoted separately.
- Access must be granted throughout the start-up period.

Terms and Conditions

Subject to all Vertiv Terms & Conditions.