SCOPE OF WORK

ALBER BATTERY XPLORER ENTERPRISE SOFTWARE
INSTALLATION AND START-UP SERVICE 8X5

Feature	Detail
Service Professional	Performed by Vertiv factory trained and authorized technician. Vertiv Services is the OEM service provider for Liebert products.
Customer Service	Includes customer orientation/training of up to 4 hours on BXE Software, to be conducted at time of start-up.

SERVICE PERFORMED

1. Verify hardware configuration, connections and wiring installation for all monitoring hardware systems in accordance with installation requirements. (where applicable)
2. Inspect and configure the BXE Server (PC) and associated peripherals.
3. Verify that the required operating system software is installed and configured.
4. Install and configure BXE software (custom installation if applicable).
5. Configure the database and the Battery Explorer Enterprise Web settings and connections required for the Battery Xplorer Enterprise application to function properly.
6. Import existing database of battery information in the Battery Xplorer Enterprise application and verify all stored information is available via the BXE software.
7. Install and configure the Configuration Manager. This application is for configuring SMTP settings in the Battery Xplorer Enterprise application.
8. Configure the Monitor Service Manager software through device monitor assignments in the Battery Xplorer Enterprise application.
9. Verify that all connected monitoring equipment communicates to BXE software.
10. Verify that proper alarm annunciation/action occurs when tested alarms are received.
11. Tag all software in accordance with Vertiv Corporate Procedure.
12. Four hour of BXE Software customer training is provided.
13. Ensure customer expectations have been addressed and hand-over the BXE system.

Customer System Requirements

The Battery Xplorer Enterprise monitoring application requires certain hardware to be setup before the software is installed. The following list provides a general guidance on Battery Xplorer Enterprise System hardware requirements:

1. Processor – Pentium 4 or better
2. RAM – 2 GB
3. Software disk space – approximately 500 MB or more
4. Database disk space – 5 GB or more
5. Network topology – Ethernet 100 mbps or better

The Battery Xplorer Enterprise monitoring application requires certain software components to be available before the software is installed. The following list provides the supported software components required before Battery Xplorer Enterprise System software is installed:

1. Microsoft Windows XP Professional, SP 2 or above

2. Adobe Reader version 9.0 or above

3. Internet Information Services (IIS) Manager version 4.0 or above. Refer to section 2 for Installing and Configuring Internet Information Services (IIS).

4. Microsoft ASP.NET and Microsoft ASP.NET AJAX

The following is a list of other required software components that are automatically installed during the installation of Battery Xplorer Enterprise software:

1. VC 2005 Runtime

2. Microsoft .NET Framework version 4.0

3. Microsoft SQL Server Express 2008

4. Timely and accurate communication between all parties, and coordination of the hardware installation, is essential in a successful BXE Software system start-up. Repeat visits due to contractor errors or other installation problems will be billed at Liebert Services currently published rates. Liebert Services will furnish, upon request, price quotes for additional training or custom programming requests

ASSUMPTIONS & CLARIFICATIONS

- Any customer site visit is limited to eight (8) hours per visit. Any time beyond forty (40) hours/wk or eight (8) hrs/day or additional Startup visits will be billed separately.

- Parts coverage is in accordance with Product Warranty.

- Start-up expenses incurred due to delays beyond the control of Vertiv Services will be billed at current published rates.

CUSTOMER RESPONSIBILITIES

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.

- Scheduling: Make dates available for scheduling service. All visits must be requested 10 business days in advance of need by contacting the Vertiv Services Customer Resolution Center at 1-800-543-2378.

- Site Access: Prior to time of scheduled work, provide site access including any customer required escort, security clearance, safety training and badging for Vertiv service personnel.

- Equipment Access: Convenient access to the equipment covered by the Scope of Work. Prior to scheduled time of work, notify Vertiv service personnel of any special requirements for equipment access including lifts, ladders, etc.

- Shutdown: Service may require shutdown of load to ensure electrical connection integrity.

- Notification: If for any reason the work cannot be performed during scheduled time, notify Vertiv service personnel 24-hours prior to scheduled event.

TERMS AND CONDITIONS

Subject to all Terms & Conditions as noted in the Vertiv Services Terms & Conditions or the terms of a Master Agreement between the parties, if any, shall apply.