Vertiv™ Environet™ Alert

Turnkey Startup Scope of Work

VERTIV

Service Summary

Vertiv™ Services will provide the complete provisioning of the Vertiv™ Environet™ Alert solution and will support the initial number of purchased device licenses. Turnkey services will ensure the following deliverables:

- The Vertiv Environet Alert application is operational on the customer-provided server and all proper licenses applied.
- All of the customer's requested device templates are loaded into the software.
- All devices (limited to devices that are online and functioning properly at the time of installation) are integrated into the software successfully (limited to number of licensed devices).
- Three (3) board organizations are created per customer direction.
- Two (2) floorplans 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.
- A configuration suite is performed, to include:
  - Creating up to five (5) users and user roles.
  - Setting alarm thresholds at customer direction.
  - Setting trending thresholds at customer direction.
  - Configuring application to connect to customer's SMTP server.
- Customer access is granted to video training portal for self-help and self-service on software functionality.

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 – Up to Qty of Licenses Purchased	✔	
Board Creation – Qty 3	✔	
Floorplan View – Qty 2	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	✔	

The startup activity (remote) to 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, providingreasonable notice.

All work performed by Vertiv Service engineers.

Prerequisites

- Vertiv™ Environet™Alert server must be online and available for Vertiv technicians to access remotely; the server must be properly licensed with a Microsoft Windows operating system and comply with minimum technical requirements as listed in the Admin Guide, SL-09007.
- Selected devices must be online and reachable via http, SNMP, and/or Modbus (see Admin Guide SL-09007) from the Vertiv™ Environet™ Alert server. Customer network must facilitate SNMP get commands and Modbus query via TCP port 502 between the Vertiv™ 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.

Service Performed

Enhanced Startup

Software Installation Checklist

- 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.

Startup Operation

- Ensure that Vertiv™ Environet™ Alert server is reachable via web interface.
- Upload the current device template library into the application.
- Integrate unique devices with associated templates into the software - up to the number of licenses purchased.
- Illustrate board hierarchy creation using tools in web user interface. Create three (3) board hierarchies at customer direction
- Add two (2) floorplan views.
- Import IT asset database.
- Configure users (up to 5), email server, alarms, racks, and circuits (up to 10 each) and reports (up to 2) as defined by the customer

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 startup period.

Terms and Conditions

Subject to all Vertiv Terms & Conditions