

SCOPE OF WORK

DIGITAL SERVICE

ENVIRONET CONNECT

STARTUP 8X5 SERVICE LEVEL A

SERVICE SUMMARY

Feature	Detail
Remote installation Support	The server provisioning should align with the final network setup, including IP, Gateway, and Mask, as specified in the User Manual requirements. Remote access must be granted to Vertiv engineers. Support to be scheduled during standard work hours; Monday-Friday, 8am-5pm, (excluding bank holidays).
Start-up Services	Integration for up to 5 devices only. Designed to get customer/user started with the software configuration. Customer/user must be present for this session to learn and observe from Vertiv resource. Does NOT include edge device configuration generally consisting of SNMP setting configuration and in some cases alarm threshold configuration.
Training	Provide up to one hour of orientation training. Customer training portal is provided for ongoing training.
Parts & Labor on Defects	Not included
Validates Warranty	Basic support included

VERTIV SERVICES PERFORMED

1. Create one (1) partner, one (1) associated customer, and single user.
2. Check user has admin access.
3. Demonstrate allocating licensing to customer.
4. Run the agent install on local server.
5. Run Asset Discovery feature.
6. Integrate five (5) devices.
7. Associate devices to appropriate customer.
8. Create single asset group and a single site.
9. Validate devices. Check parameters and readings.
10. Assist in alarm configuration per customer defined thresholds.
11. Configure and test email and SMS notifications.

Note: Warranty registration and report features do not need to be validated because it works at platform level.

ASSUMPTIONS AND CLARIFICATIONS

Timely and accurate communication between all parties is essential in a successful Environet Connect system start-up. Repeat sessions due to delays by Distributors/Customers errors or other installation problems will be billed at Vertiv currently published rates.

Any remote session is limited to eight (8) hours during normal business hours five (5) days a week.

Expenses incurred due to delays that are beyond the control of Vertiv may be billed at cost.

Customer will have five (5) devices online, configured, and available on the network prior to Vertiv team engaging in Level 1 services. Intention is for the Vertiv team to provide these services in a single session which will also initiate the start of the support.

CUSTOMER RESPONSIBILITIES

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.
- Prepare the server. Ensure that the provided server meets the requirements specified for the Environet Connect Agent.
- Configure your network to ensure communication is available between Vertiv Cloud, Local Agent and monitored devices.
- Define Alarm thresholds for your monitored space.
- Ensure devices are configured to communicate with both IP addresses configured and SNMP settings configured. Ensure IP addresses and SNMP information is available for Vertiv team member prior to integration.
- Ensure that the Vertiv team member can get appropriate access to support this installation process by means of a dedicated VPN connection or a suitable screening sharing application where Vertiv team member can take control of the application.
- All monitored devices need to meet the base firmware requirements. The base firmware requirements, for Vertiv supported devices, is defined in Section 10.5 of the user manual, and listed in the table below. These are the minimum firmware versions needing to be in place to be remotely upgraded in the future.
- 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 Terms & Conditions or the terms of a Master Agreement between the parties, if any, shall apply.

SUPPORTED DEVICES

Type of Action	Supported Models	Base Firmware Required	Comments
Intellislot Card Configuration	Unity and RDU101 cards	Unity: 8.2.0.0_00125+ RDU101: 1.7.0.0_0000003+	
Device Configuration via an Intellislot Card	GXT4/5, CRV, ITA2, PSI5	Unity: 8.2.0.0_00125+ RDU101: 1.7.0.0_0000003+	Additional models may be supported between releases as new device templates are added to the system.
Card Firmware Update	Unity and RDU101 cards	Unity: 8.2.0.0_00125+ RDU101: 1.7.0.0_0000003+	
Geist Configuration (Raven-Based Models)	GU2, GU1 (with IMD-03 controller)	Raven 5.9.0 – 5.10.8 Note: Raven 6+ is not currently supported.	Additional models may be supported between releases as new device templates are added to the system.
Geist Firmware Update (Raven-Based Models)	GU2, GU1 (with IMD-03 controller)	Raven 5.9.0 – 5.10.8 Note: Raven 6+ is not currently supported.	Additional models may be supported between releases as new device templates are added to the system.