



Operations Change, 3 Year Software Maintenance Contract, Enterprise

WCHM3YRENT

★★★★★
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WCHM3YRENT Features

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7x24 telephone technical support	Our experienced technical support engineers are available to answer your questions, giving you peace of mind knowing the help you require is available at any given time.
Service warranty certificate	Customers receive assistance from the Service Entitlements team to ensure their product is properly recorded. An e-mail Service Entitlement Certificate provides a detailed record of the service registration, along with the service expiration date.
Software upgrades	Software support contracts entitle customers to all software upgrades and updates, ensuring access to new features and product enhancements.

Data Center Operation: Change Features & Benefits

Protection

Multi-user access	Enables several users to carry out work on the application simultaneously and merging changes from different users seamlessly.
User roles	Enable location and feature-based access through multi-user login and individual levels of user roles.
Read-only Access	Share access without risking unauthorized configuration changes.
Password Security	User-selectable password with strong password rules and reset password mechanism.

Agility

Localization	User interface available in major local languages; English, French, German, Spanish, Russian, Traditional Chinese, Simplified Chinese, Japanese, Korean, Brazilian Portuguese & Italian.
Optional deployment services	Ensure speedy deployment through the use of Schneider Electric Professional Services.

Manageability

Change report	Instant visibility to all moves, adds and changes to the entire data center.
Progress report view	Easily track activity and progress by sorting on work order, due date, status and priority.
Asset library	Utilize the extensive catalog of physical infrastructure and IT devices from leading vendors.
Global asset search	Quickly locate assets through free text search, and export equipment data to excel format.
Printable work orders	Print individual work orders detailing the tasks required for completion.

Email notification	Inform selected users of work order completion.
Advanced workflow templates	Users can design workflows with both parallel and sequential flows in the graphical workflow editor
Customizable templates	Specify the activities required to fulfill the needs of the individual work order, ensuring organizational policies and projects are easily applied to moves, adds and changes.
Live dashboard	Gain transparency to data center key performance indicators through easily configured web dashboards, displaying customizable management-level information.

Planning

Change management overview	Interactive interface showing past, future and pending changes to assist with resource and workload balancing, avoiding scheduling conflicts.
Space reservation	Reserve rack space for new equipment to be installed quickly and easily.
Automated work order process	Create work orders and automatically generate tasks to move, add or change IT and infrastructure equipment. Schedule, assign and track the status of itemized tasks to implement changes in the data center.
Personnel audit trail	Gain total transparency to physical equipment changes by user.
Asset audit trail	Track asset moves, adds and changes by date/time, owner and work orders for view, print, and export.
BMC Remedy integration	Ensure relevant information is shared and flowing between StruxureWare Data Center Operation: Change and the market leading process management system.
Maintenance scheduling	Facilitate scheduling and tracking of service and equipment maintenance to ensure visibility to all service plans and avoid scheduling conflicts.

Product Distribution

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