

# Elimination of paper works to delivered products

## Background

It is not ideal to include documents printed on paper with products during deliveries as the weight of the products sometime damage the documents inside the box. There are also instances where due to supply chain bottlenecks, some products get delivered without the right documentations. This presents a significant challenge in communicating the right product functionalities and metrics. In line with Schneider Electric's STRIVE (Sustainability, Trust, Resilience, Intelligent, Velocity & Efficiency) program, one of its goals is to reduce usage of paper in its operations.

**Product datasheet Characteristics**

**BERT 1000i-IN**  
APC Back-UPS 1100, 230V, 800WVA, without auto shutdown software, 1100VA

Model Name	APC Back-UPS 1100 (230V, 800WVA, without auto shutdown software, 1100VA)
Model Name	APC Back-UPS 1100 (230V, 800WVA, without auto shutdown software, 1100VA)
Manufacturer	APC
Manufacturer Code	1100-010
Manufacturer Part Number	1100-010

**Specifications:**

- Input: 230V, 50/60Hz
- Output: 230V, 50/60Hz
- Capacity: 1100VA
- Warranty: 3 years

**APC Back-UPS® BX900 / 1100**  
Universal Plug Type

**Battery Backup with Voltage Regulator for Electronics and Computers**

**Product applications:**

- PC and peripherals
- Peripherals with standby power
- Other sensitive and IEEE 1394-794 dependent devices

**Product Features:**

1. Voltage Regulation: Voltage regulation technology that automatically adjusts the output voltage to protect sensitive electronics.
2. Surge Protection: Surge protection technology that automatically adjusts the output voltage to protect sensitive electronics.
3. Battery Backup: Battery backup technology that automatically adjusts the output voltage to protect sensitive electronics.
4. Universal Plug Type: Universal plug type that automatically adjusts the output voltage to protect sensitive electronics.
5. Standby Power: Standby power technology that automatically adjusts the output voltage to protect sensitive electronics.

**APC Easy UPS On-Line 500V Series Back-Exempt Battery Pack User Manual**

**APC**  
By Schneider Electric

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## The Challenge

Schneider Electric has around 50,000 plus unique products and its derivatives (SKUs, languages, etc.) with unique manuals and other documentations. This presents challenges in housing the databases and maintaining its unique updates on each respective manuals and documents. Also, the stability and availability of a high demand portal for viewing and downloading. Rolling out the digital manual and docs will also require Schneider Electric worldwide change management and re-alignments with all stakeholders, internal and external.

Updating triggers are most important and should be aligned across the supply chain. The requirement is to make sure not a simple upload-download but end to end supply chain trigger for manuals and other documentation updates.

Finally, optimum customer experience (CX) is our core focus at Schneider Electric and we want all our efforts to constantly enhance CX. -

## For this challenge the UPS sector would be considered:

1. Manual

2. Warranty
3. Product Registration
4. Installation Guide (Maybe multiple, depending on the components)
5. Addendum
6. Hazardous Substances Declaration
7. Product test results (Final test)

Cybersecurity must be considered and limitations of manuals and documents per product is to be monitored as well and authentication has to be offered.

#### Technological Specifications:

- Data warehouse
- Big data
- On-prem or cloud infrastructure
- Identifier (2D or 3D codes)
- Web portal
- Gamification (Unity)

#### **What are we looking for?**

- E2E product to data mapping
  - Real time Tracking - Issuance of reference codes per product (1 Product = 1 Access)
  - Update manuals on real-time basis
- Electronic manual and docs (e-books, web publishing).
- Interactive manual modules
- Minimal to paperless products
- Internet base manual ready for reading and download
- Secured access to Schneider IPs

#### **What are we NOT looking for?**

- Traditional methodologies
- Traditional UX for manuals
- Small scale solutions

#### **Evaluation Criteria:**

Out of box methodology/ies in data gathering, mapping, and storing and most importantly updating triggers.

Simplified process allowing a single department to perform and monitor the manual creation, updating, triggers and updates

#### **Deliverables**

- Data warehouse
- Data points and its triggers

- Web portal where consumers can retrieve e-docs

For more details and to apply click [here](#)