

Momentus Prime (Core Software)	
<b>Description</b>	Provider will deliver Services to implement and onboard the Prime solution
<b>Assumptions</b>	<p>Project lead and core project team are available for training sessions AND internal self-guided practice and configuration.  Project lead and core project team are empowered to make decisions and document new SOPs.  Project lead and core project team hold internal discussions on proposed workflows and create a formalized plan to onboard secondary users.</p> <p>After training from the Provider, Customer will be expected to configure elements of the software, perform data entry work, and test workflows throughout the onboarding  Over the course of onboarding, Customer should expect to spend approximately 6 hours over 2 weeks on the project for best results.  If the Customer is not able to dedicate the time needed at any point throughout the onboarding, project timelines and the scope of work will be impacted.  The training portion of this project will include recorded videos and configuration work that the Customer team must complete before attending live virtual Provider-led trainings.</p>
<b>Limitations</b>	Configured as single venue with secondary spaces, cannot configure as multiple venues with different permissions for each venue
<b>Kick Off</b>	<p><b>Provider responsibility:</b>  Internal handover and preparation, Welcome email sent. Provider to configure the account, add standard reports and dashboards, send activation email and schedule 2 calls with Customer</p> <p><b>Customer responsibility:</b>  Complete preparation work, approximately 60-90 minutes listed below, and respond to Provider with team's availability for 2 training sessions.  Ensure key project resources and stakeholders can attend kick off meeting  Ensure project scope is accurate and fully aligns to all business requirements  Raise any risks, black out periods for software release, resourcing plan  Introduction to Elite (20-minute self-guided recording and support materials)  Elite Foundations (20-minute self-guided recording and support materials)  Essentials Account Configuration (10-minute self-guided recording + 1-hour of self-guided configuration work)</p>
<b>Discovery</b>	<p><b>Provider responsibility:</b>  Not applicable</p> <p><b>Customer responsibility:</b>  Not applicable</p>
<b>Design</b>	<p><b>Provider responsibility:</b>  Included with Kick Off</p> <p><b>Customer responsibility:</b>  Configure System Admin following review of preparation materials.</p>
<b>Build</b>	Included with Kick Off
<b>Training</b>	<p><b>Provider responsibility:</b>  A 90 minute training session on review of system admin and booking, and one 60 minute training session on calendar configuration and adding / editing event information. Remote training sessions delivered by Provider. sessions will be recorded  Training should be completed within no more than 2 weeks, pending venue and Consulting availability can be scheduled within the same week.</p> <p><b>Customer responsibility:</b>  Ensure appropriate users are selected and attend all training sessions  All users will be expected to complete the designed curriculum in the Provider's Learning Center</p>
<b>Testing</b>	<p><b>Provider responsibility:</b>  Not applicable</p> <p><b>Customer responsibility:</b>  Not applicable</p>
<b>Launch &amp; Post Launch</b>	<p><b>Provider responsibility:</b>  Training recordings and additional resources including Elite Support email shared as a qo-live follow-up</p> <p><b>Customer responsibility:</b>  Complete customer satisfaction survey</p>
<b>Project Management</b>	<p><b>Provider responsibility:</b>  Not applicable</p> <p><b>Customer responsibility:</b>  Not applicable</p>
<b>Exclusions</b>	<p>Data conversion is not included in scope  Process documentation (outside of standard offerings)  Custom report and dashboard development are out of scope  Additional product package add-ons are excluded  Additional service add-ons are not in scope  Custom development unless specified above  Integration services not specifically defined in the scope above  Once the build phase begins, any further requirements are considered to be out of scope</p>
<p>Estimated length of project: 3 weeks</p> <p>Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.</p>	