

Statement of Work (SOW) - Operations Hub (Elite) One-Time Services

Project Summary

Provider will work with Customer to complete the following as a part of this project:

- Operations Hub (Elite) Implementation and Onboarding

Assumptions

Operations Hub (Elite)

Customer is fully onboarded or currently onboarding the Provider's Elite platform.

Limitations

Operations Hub (Elite)

The Services will be configured with the features and capabilities of the current release of the Services.

Scope of Services

Kick Off

Provider responsibility

- Internal handover and preparation.
- Up to one (1) thirty (30)-minute remote kick off and requirements gathering meeting.

Customer responsibility

- 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, blackout periods for software release, resourcing plan.
- Provide an understanding of business processes, data, and requirements.

Training

Provider responsibility

- Up to one (1) sixty (60)-minute remote training session; session will be recorded.

Customer responsibility

- Ensure appropriate users are selected and attend training session.

Testing

Provider responsibility

- Up to one (1) 30-minute remote meeting to review and resolve any issues, with follow up.
- Provider will maintain an issue log to track status and progress of issues raised.

Customer responsibility

- Customer is responsible for preparing for and executing user testing.
- Promptly raise any issues found (that are within the scope of work).

Launch & Post Launch

Provider responsibility

- Internal handover.
- Project closure.

Customer responsibility

- Complete customer satisfaction survey.

Project Management

Provider responsibility

- Coordination of resources, activities, meetings in alignment with timelines and milestones.

Customer responsibility

- Nominate project lead.
- Coordination of activity and resources on customer side to align to project plan and schedule.

Exclusions

- Creation of or modifications to document templates, reports, or dashboards.
- Custom development
- Integration services

Project Schedule

The estimated timeline for this project is 3 weeks. However, Provider and Customer will create and agree to a joint project plan in writing (email acceptable). The plan is *an estimate* and subject to change upon mutual written agreement.