

# Statement of Work (SOW) - Momentus Analytics One-Time Services

## Project Summary

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

- Momentus Analytics Implementation and Onboarding

## Assumptions

### Momentus Analytics

Customer is fully onboarded on the Provider's Momentus Enterprise platform.

Momentus Analytics is configured and delivered in the Production environment only.

Customer actively participates in data review, validation, and testing activities.

Training will be limited to navigation, interpretation, and use of Momentus Analytics dashboards following data alignment, and will not include training on new workflows, operational process changes, or legacy reporting tools.

Customer is responsible for performing and validating any required data entry or recategorization not explicitly handled by Provider.

## Limitations

### Momentus Analytics

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

This engagement is limited to activities required to align existing data in support of Momentus Analytics dashboards. The Customer acknowledges that modifications to data structures may have downstream impacts on existing reports, views, dashboards, and window layouts. The Customer is solely responsible for updating any dependent configurations, reports, integrations, or other assets affected by such changes. This engagement expressly excludes workflow redesign, operational process changes, and analytics enhancements beyond standard product functionality.

## Scope of Services

---

### Kick Off

#### **Provider responsibility**

- Internal handover and preparation.

#### **Customer responsibility**

- Ensure project scope is accurate and fully aligns to all business requirements.
- Raise any risks, blackout periods for software release, resourcing plan.

### Discovery

#### **Provider responsibility**

- Up to two (2) 60-minute remote requirements gathering meetings with preparation and write up.
- Identify data elements that are misaligned with Momentus Analytics requirements.
- Provide recommendations for data categorization or configuration changes to optimize analytics results.

#### **Customer responsibility**

- Ensure key project resources attend discovery sessions.
- Provide an understanding of business processes, data, and requirements.
- Assist with data recategorization activities where required.

### Build

#### **Provider responsibility**

- Configure new types or attributes, where supported, to improve alignment with Momentus Analytics requirements.
- Perform or assist with agreed-upon data reclassification activities.

#### **Customer responsibility**

- Review and validate updated data for accuracy and completeness in the designated non-production or validation environment.
- Identify and implement any required modifications resulting from data changes, including updates to database configurations, reports, views, dashboards, window layouts, and related components.

## Training

### **Provider responsibility**

- Up to two (2) 60-minute remote training sessions; sessions will be recorded.
- Training is scheduled to be completed in no more than two (2) days.

### **Customer responsibility**

- Ensure appropriate users are selected and attend training sessions.
- All users will be expected to complete the designed curriculum in the Provider's Learning Center.

## Testing

### **Provider responsibility**

- 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, including creation of test plans, test cases, and test scripts.
- Validate analytics outputs and confirm data accuracy.
- Raise any issues found (that are within scope) via the issue log.
- The testing phase will be no more than two (2) days in duration.

## Launch & Post Launch

### **Provider responsibility**

- Internal handover.
- Project closure.

### **Customer responsibility**

- Raise any issues found (that are within scope) via the issue log.
- Complete customer satisfaction survey.

## Project Management

### **Provider responsibility**

- Creation and maintenance of project plan.
- Coordination of resources, activities, meetings in alignment with timelines and milestones.
- Ownership of issues log and delegation of tasks.

### **Customer responsibility**

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

## Exclusions

- Data sources external to Momentus Enterprise
- Enhancements to Momentus Analytics dashboards, drill-downs, standard reports, or data ingestion processes
- Custom development, including crystal reports, EZWriter, custom APIs, or bespoke analytics solutions
- Modifications to or remediation of existing database objects or assets, including but not limited to: Views, Dashboards, Reports, Access Management, Window Layouts, Event Documents
- Downstream impacts resulting from data alignment must be addressed by the Customer during the Testing phase.

## Project Schedule

The estimated timeline for this project is 8 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.