

Exhibitor Service Center Premium	
Description	Provider will deliver Services to assist with the implementation of online exhibitor service center premium features
Assumptions	Customer has a high-level plan for what they want to sell online and has pricing and packages for items Implementation of unlimited items with a minimum of two site configurations Customer has appropriate pictures or photos of most items Customer has a dedicated resource that will be the power user on this extension and maintain the solution Customer will provide company graphic chart details Exhibitors and booths will be manually added to each event by the customer, or directly by the Exhibitors through ESC
Kick Off	Provider responsibility: Internal handover and preparation Prepare for and hold a 1 hour remote kick off meeting Customer responsibility: Ensure key project resources and stakeholders 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
Discovery	Provider responsibility: Up to four 90 minute remote requirements gathering meetings with preparation and write up Customer responsibility: Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements
Design	Not applicable
Build	Provider responsibility: Resources (real-time inventory, item placement, item notes, item images, display/order options, related resources, etc.) Packages Price Lists and Order Forms (upsells, volume pricing, etc.) ESC site configuration(s) (navigation, page/form layout, text/instructions, links, references, T&Cs, custom user fields, booth placement, payment options) Basic onscreen reporting Event-level overrides Web-skinning support - Web skin (includes color/styling configuration and addition of client logo - no custom-built or embedded elements). Webskin configuration is managed by Provider technical services team
Training	Provider responsibility: Up to eight hours of training with key users to introduce all practice of ESC against a pilot ESC site Up to eight hours of administrator training on configuring additional ESC site if needed or amend current setup Customer responsibility: 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
Testing	Provider responsibility: A 1-hour minute remote meeting to introduce an example test plan and the process to raise issues Up to four 30 minute remote meetings 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, including creation of test plans, test cases, and test scripts. Ensure key resources attend all testing meetings Raise any issues found (that are within the scope of the SOW) via the issue log The testing phase will be no more than 3 weeks in duration
Launch & Post Launch	Provider responsibility: Up to two 30 minute post launch support review meetings attended by Project Manager and Software Consultant. Support for go live for one ESC site across the whole organization Internal handover to Value Success Manager Project Closure Post Launch activities will be completed in 2 weeks Customer responsibility: Ensure key resources attend all post launch support review meetings Raise any issues found (that are within the scope of the SOW) via the issue log template Complete customer satisfaction survey Post Launch activities will be completed in 2 weeks
Project Management	Provider responsibility: Weekly 30 minute project review meeting with follow up to commence after kick off meeting and for a period of 10 weeks Creation and maintenance of project plan Weekly project status report to be sent out detailing progress, budget review, issues/risks, next steps Coordination of resources, activities, meetings in alignment with timelines and milestones Ownership of issues log and delegation of tasks Customer responsibility: Nominated project lead Ensure key resources attend all weekly project review meetings to provide updates Coordination of activity and resources on customer side to align to project plan and schedule
Exclusions	Custom reporting is excluded Online payment portal, online payment gateway are not part of scope Google Analytics configuration excluded Amendments to existing custom integrations (CRM, POS, Finance, etc.) are not included Complete site webskinning with advanced features is excluded from current scope ESC supports multi-lingual capability, however implementation of multi-lingual setup is the customer responsibility (wording & translation) Multiple site configuration is the responsibility of the customer
Estimated length of project: 12 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	