

Momentus For Corporate	
Description	Provider will deliver Services to implement and onboard the Enterprise Corporate solution
Assumptions	<ul style="list-style-type: none"> - Package includes onboarding for a single corporate campus. - One (1) Round of Application Administrator and Key User Training - One (1) Account Portal Configuration - One (1) Online Intake Form developed by Provider. The Online Intake Form will be designed with a header, footer, primary and secondary brand colors. - One (1) Online Space Booking (OSB) Configuration including online ordering. Additional configurations can be built by the Customer based on the training included. - Provider will provide technical services to assist with the setup of SAML 2.0 SSO integration - Customer to provide images for Spaces (Rooms) and Resources - Up to 2 dashboards with up to 6 gadgets is included. Additional dashboards and gadgets can be configured and built by the Customer based on the training included. - The standard approach to onboarding is a "Configured Delivery" model, meaning that the customer is responsible for providing all required master data for configuration on time as well as timely testing feedback.
Limitations	The system will be configured with the features and capabilities of the version released on the project start date. It is the customer's responsibility to ensure a comprehensive understanding of capabilities and limitations during the sales process
Kick Off	<p>Provider responsibility: Internal handover and preparation A 1 hour remote kick off meeting with preparation</p> <p>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</p>
Discovery	<p>Provider responsibility: Up to fourteen (14) minute remote requirements gathering meetings with preparation and write up covering the 7 workflows listed below: PTM - Plan to Market (any activity that is required in order to sell events such as defining the services that you want to offer as well as their pricing) ITD - Invoicing to Debtors (all elements of Customer Relationship Management as well as measuring the sales cycle from first contact to a successful invoice) FTO - Fulfill to Order (all steps from the corporate sales enquiry to inclusion of an order and confirmation of the details) ITV - Invoicing to Debtors (ensure the smooth minimum execution and delivery of event tickets upfront and during the event) ITC - Invoicing to Cash (all elements that are related to debtor management, involving a customer and managing payment receipts) ITF - Inventory to Fulfill (ensure the stock and availability management for event inventory as well as releasing stock for event operation) RTB - Report to Report (ensure all functionality with regards to financial and/or operational execution)</p> <p>Standard API overview - API documentation as well as an intro to the Data Model. Custom API development will be completed by the Customer.</p> <p>Customer responsibility: Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements</p>
Design	<p>Provider responsibility: Build the proof of concept demo with base information A 90 minute remote demo session with customer</p> <p>Customer responsibility: Ensure key project resources and stakeholders attend the demonstration Provide feedback on the demonstrated processes in the new software</p>
Build - Plan To Market	<p>Provider responsibility: Configure master tables Online Intake Form Online Space Booking + SSO Online Event Ordering Configure Inventory, Resources and Spaces Items Configure up to 1 Price Lists and up to 40 Items Create up to 1 Activity Checklist CRM level</p>
Build - Lead To Opportunity	<p>Provider responsibility: Manage Leads - Set up of CRM Leads with up to 3 master tables Manage Organizational & Individual Accounts - Set up of account, contact and relationship windows with up to 5 master tables on each. Create the event Opportunity - Set up of the Event opportunity windows and process</p>
Build - Event To Order	<p>Provider responsibility: Create the Fulfill - Set up the event window with event statuses and up to 4 master tables, 5 user fields and appropriate field set rules Create up to 1 Activity Checklist on the event level Create the Function Schedule - set up the window with function statuses, usages and appropriate field set rules. Define the relevant function usage process Manage Revision Orders - set up the booking statuses, standard uses, last notices with up to 2 note releases for 7 years Manage Service Orders set up order status, the order window and up to 5 user fields Advanced Catering Orders - set up to 5 packaged catering menus (one level package, substitution possible) Manage Contracts - 1 contract type</p>
Build - Operations To Delivery	<p>Provider responsibility: Enrich Function Schedule - Set up to 3 different views of the function schedule and adapt it for various departments Create Internal Service Orders - Set up of up to 20 internal resources and items to accommodate non-restaurant services Review Resources/Inventory Requirements - Set up of the resource requirement review windows and associated process Review & Issue Work Orders - Set up of the Work Order and Work Order Items windows for up to 5 departments Complete Work Orders - configure and work order closing process Review Actuals - configure and review the work order actuals update process Close Service Orders - configure the service order close statuses and associate process</p>
Build - Invoice To Cash	<p>Provider responsibility: Invoice Events OR Invoice Payment Plans - set up of up to 3 payment plans and the credit note process Manage Deposits & Transactions - configuration of the Accounts Receivables transactions</p>
Build - Inventory To Event	<p>Provider responsibility: Manage Stock & Non-Stock Items - review of the inventory items window configuration and make adjustments after the import Receive Inventory - review and configure the stock receive process for inventory items</p>
Build - Record To Report	<p>Provider responsibility: Configure GL Accounts - Configuration of up to 50 GL accounts - posting accounts only, no summaries On-Screen Reporting - configuration of the main windows views based on the customer reporting requirements: up to 16 views Dashboard Reporting - configuration of up to 7 standard dashboards</p>
Training	<p>Provider responsibility: Up to seven 90 minute remote training sessions to go through the 7 workflows: sessions will be recorded Consultant will also produce short 2-5mins videos as a top up for the training and for future reference Training is scheduled to be completed in no more than 1 week</p> <p>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</p>
Testing	<p>Provider responsibility: A 1 hour remote meeting to introduce an example test plan and the process to raise issues Up to six 30 minute remote UAT meetings to review and resolve any issues, with follow up Provider will maintain an issue log to track status and progress of issues raised.</p> <p>Customer responsibility: Testing phase will be completed in no more than 2 weeks Customer is responsible for preparing for and executing User Testing (UT), including creation of test plans, test cases, and test scripts. Ensure key resources attend all UAT review meetings Raise any issues found (that are within the scope of the SOW) via the issue log template</p>
Launch & Post Launch	<p>Provider responsibility: Up to two 30 minute post launch support review meetings Internal handover to Value Success Manager Project Closure Post Launch activities will be completed in no more than 2 weeks</p> <p>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</p>
Project Management	<p>Provider responsibility: Weekly 30 minute project review meetings with follow up to commence after kick off meeting and for a period of up to 16 weeks A monthly 1 hour steering committee meeting with key stakeholders to provide project updates 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</p> <p>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</p>
Exclusions	<p>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 Process Documentation is excluded from scope Electronic Credit Card Processing, Payment Gateway is excluded Custom Report Development is out of scope Custom API Development is excluded from scope Custom Web Skins and Themes are excluded Data Import is not in scope Data Migration is not in scope</p>
Estimated length of project: 18 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	