Suite Management

Description	Provider will deliver Services to assist with the implementation of the Suite Management Portal (including ordering capabilities).
Assumptions	Implementation of one single Suite Management configuration for one single venue Implementation of one single Order Processing configuration Customer has a high-level plan about how they want to sell online and has pricing and packages for items Customer has a high-level plan about the tasks they wish end users to complete Customer has appropriate pictures or photos of most items Customer has a resource dedicated during setup that is a power user that will maintain and be the power user on this extension Customer will provide all payment provider contract and test environment details Customer is already using work orders functionality in the system to communicate catering requirements to Kitchen/Catering personnel
Kick Off	**Provider responsibility:** Internal handover and preparation Hold a 1-hour kickoff meeting to align project plan and milestones between both parties **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, black out periods for software release, resourcing plan
Discovery	**Provider responsibility:** Up to three 1-hour remote requirements gathering meetings with preparation and write up **Customer responsibility:** Ensure key resources can attend all discovery sessions Provide an understanding of business processes, data and requirements
Design	Not applicable
Build	**Provider responsibility:** Suite Management base configuration Suite Inventory configuration, including levels, suites, ownership & event suites Tasks, task sets, document & event category configuration Resource, packages and price list configurations Configure upto 7 navigation page sections using content provided by customer Order processing component configuration including navigation, text/instructions Invitation application configuration User defined fields, including allergies Invitation confirmation and email template (x1) Sign in and account management configuration Payment configuration for use in Suite Management utilizing an exisiting payment gateway Basic web theme utilizing in application features Configuration and confirmation of email template (x1) Basic reporting views and/or Dashboard gadget for online orders from Suite Management Basic reporting views and/or Dashboard gadget for event suites/inventory Basic reporting views and/or Dashboard gadget for end user tasks from Suite Management Customization to the Suite Confirmation Crystal Report (x1)
Training	**Provider responsibility:** Up to four hours of training with Customer's key users to introduce all practices of Suite Management Up to four hours of administrator training to allow Customer's administrator to configure additional Suite Management sites if needed or to 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:** Provider will perform unit testing One 30 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 2 weeks in duration
Launch & Post Launch	**Provider responsibility:** Up to tow 30 minute post launch support review meetings 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 Provider 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 through launch 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 Additional or new payment gateway configurations Amendments to existing custom integrations (CRM, POS, Finance, etc.) are not included Advancd site webskining is excluded from current scope Multiple site configuration is the responsibility from our Customer

Estimated length of project: 10 weeks
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.