

**Consulting as-a-Service - Premium (Elite)**

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| <b>Description</b>   | Provider will provide a named consultant to serve as a regular touch-point for your organization. Provider will advise on best practices, provide specific training resources, and support with the development of new SOPs based on topics that arise. Provider can be used for ongoing monthly support and specific projects.   |
| <b>Assumptions</b>   | Chain of Command Established<br>Specific Customer Representative to make and enforce decisions<br>If a power user does not exist, one should be created<br>Customer Support tickets will be added by the Customer<br>Customer will complete End User Testing during Upgrades/Patches<br>Custom Report Updates to be managed by the Customer<br>Customer Admin or designee has taken the Application Administration Course offered by Provider   |
| <b>Limitations</b>   | Fully custom reports, dashboards and document templates   |
| <b>Kick Off</b>  | <b>Provider responsibility:</b><br>Internal handover and preparation<br>A remote kick off meeting for introductions, review scope, understand current challenges, set project goals and establish cadence of meetings.<br><br><b>Customer responsibility:</b><br>Ensure key project resources and stakeholders attend kick off meeting<br>Ensure project goals are accurate and fully aligns to business requirements<br>Raise any risks, black out periods for software release, and resourcing plan   |
| <b>Discovery</b>   | <b>Provider responsibility:</b><br>Up to four 1 hour sessions to review customer database and processes in preparation for delivering this service<br><br><b>Customer responsibility:</b><br>Ensure key resources can attend all discovery sessions<br>Provide an understanding of business processes, data and requirements  |
| <b>Annual Administrative Support</b>   | <b>Provider responsibility:</b><br>Scheduled check-ins<br><br>The following tasks can be scheduled according to project goals, priorities and remaining budget<br>Routine and special system administration<br>Basic system admin (re)configuration<br>User and role management, annual audit<br>Feature analysis<br>Per update, Consultant to review how newly released or upgraded features may be utilized by Customer during scheduled check-ins<br>Saved views<br>Dedicated review of needs and establishment of unlimited saved calendar views, avails views, list views, activity log views, with specific viewer permissions<br>Inventory and pricing management<br>Assistance with auditing inventory library, managing and updating price schedules, and optimizing organization<br>Dashboards, reporting, and documents<br>Implementation of new library dashboards<br>Implementation of new library reports<br>Configuration of new documents from base library<br>Review and clean-up of any existing dashboards, reports, and documents<br>Targeted discovery and re-trainings for specific venue departments<br>Support with developing or adjusting workflow for departments newly engaging in Elite<br>Process documentation<br><br><b>Customer responsibility:</b><br>Coordination of activity and resources on Customer side<br>Provide administrator to mentor<br>Create test scripts for each change<br>Perform UAT against test scripts |
| <b>Exclusions</b>  | Custom development is not in scope of this Service<br>Integration services are not in scope of this Service   |
| <p>This is an annual service.</p> <p>Up to 120 hours, each year, will be provided by Provider.</p> |   |