

Exhibitor Experience as a Service - Premium	
Description	Provider will train Customer in configuration of new and existing exhibitor portal and floor plan configurations, exhibition management process and on-screen reporting.
Assumptions	<p>Exhibitor Portal and Floor Plan modules have been onboarded with building block configurations in place and back-office training complete</p> <p>Chain of Command Established</p> <ul style="list-style-type: none"> Specific Customer Representative to make and enforce decisions If a Power User does not exist, one should be created Customer Support tickets will be added by the Customer <p>Customer is responsible for all user testing related to upgrades, patches, add-ins, and process updates or revisions.</p> <p>Post Go Live: Customer manages event moving forward: sales, order management, booth assignments</p>
Limitations	Not applicable
Kick Off	<p>Provider responsibility:</p> <p>Internal handover and preparation</p> <p>A 30 minute remote kick off meeting with preparation, for introductions, review scope and to establish a cadence of check in meetings</p> <p>Customer responsibility:</p> <ul style="list-style-type: none"> 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 resourcing plan
Discovery	<p>Provider responsibility:</p> <p>Review customer database and processes in preparation for delivering this service</p> <p>Customer responsibility:</p> <p>Provide an understanding of business processes, data and requirements</p>
Design	Not applicable
Annual Administrative Support	<p>Provider responsibility:</p> <ul style="list-style-type: none"> Review and update existing Exhibitor Portal configurations <ul style="list-style-type: none"> Default configurations Building block configurations Resources, Price Lists, Custom Fields Building of Floor Plans New Exhibitor Portal configurations Exhibition Management Process Review On-Screen Reporting <ul style="list-style-type: none"> Dashboard optimization Standard system views Window layouts (themes) Scheduled check-ins and status meetings <p>Customer responsibility:</p> <ul style="list-style-type: none"> Provide Exhibitions Admin for mentoring Create test scripts for each change Perform UAT against test scripts Raise any issues found (that are within the scope of the SOW) via the issue log template
Exclusions	<p>Custom development is not in the scope of this Service</p> <p>Integration services are not in the scope of this Service</p>
<p>This is an annual service</p> <p>Up to 150 hours, each year, are included with this Service.</p>	