

Statement of Work (SOW) - Tessitura Integration (Elite) One-Time Services

Project Summary

Provider will work with Customer to complete the following as a part of this project:

- Tessitura Integration (Elite) One-Time Services

Assumptions

Tessitura Integration (Elite) Onboarding

- Customer must have an existing account with Tessitura and be onboarded on the Tessitura platform. To successfully complete implementation, work is required by Tessitura, Provider and the Customer. During the Build phase of the project, Tessitura is responsible for completing the integration connection between Tessitura and Provider's Elite database. Provider and Customer responsibilities are outlined in detail below.
- Tessitura Integration onboarding will occur in the second half of Elite onboarding or post-onboarding once Customer team has been trained on Functions and Post Event Reporting.
- One (1) round of remote training will be included. All instructor-led trainings will be recorded.
- Process documentation will be managed by the Customer with specific software processes outlined throughout the onboarding.

Limitations

Tessitura Integration (Elite)

- Standard Elite Tessitura Integration includes two-way "out of the box" functionality and no custom workflows. Standard functionality allows export of events and functions built in Elite into Tessitura. This data creates the production season and performances in Tessitura. Once created, Elite can import data from Tessitura per performance for average ticket price, net ticket revenue, total tickets, comp count, and attendance counts.

Scope of Services

Build

Provider responsibility

- Enable Tessitura integration within Elite database.
- Initiate communication with Tessitura for Tessitura to complete the integration and set-up.

Customer responsibility

- Complete necessary steps as directed by Tessitura to complete the integration and set-up.

Training

Provider responsibility

- One (1) sixty (60)-minute remote training session; session will be recorded.

Customer responsibility

- Prior to training, Customer is responsible for verifying integration connection between Elite and Tessitura.
- Prior to training, Users must complete provided webinar and article.
- Ensure appropriate users are selected and attend training session.

Testing

Provider responsibility

- Provider will maintain an issue log to track status and progress of issues raised.

Customer responsibility

- Review configuration via test events.
- Send questions to Provider, noting that questions may be redirected to Tessitura.

Launch & Post Launch

Provider responsibility

- Internal handover.
- Project closure.

Customer responsibility

- Complete customer satisfaction survey.

Project Management

Provider responsibility

- Coordination of resources, activities, meetings in alignment with timelines and milestones.

Customer responsibility

- Coordination of activity and resources on customer side to align to project plan and schedule.

Exclusions

- Configuration, training or troubleshooting within the Tessitura application.
- Custom workflows with export or import of data.
- Custom Development

Project Schedule

The estimated timeline for this project is twelve (12) weeks. However, Provider and Customer will create and agree to a joint project plan. The plan is an estimate and may change.