# Statement of Work (SOW) -
# Momentus Elite Core Cohort One-Time Services

## Project Summary

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

- Momentus Elite Core Cohort Onboarding

*Cohort Onboarding means that Customer will be part of a group of customers attending sessions and training in groups. One-on-one sessions are not included.

## Assumptions

### Elite Core Cohort Onboarding

Customer has subscribed to Momentus Elite Core. Provider's approach to onboarding is a shared effort with Customer. The Customer's team will be expected to configure elements of the Services, perform data entry work, and test workflows throughout the onboarding. This work coincides with training from the Provider's team.

Over the course of the 2-week Cohort Onboarding, ("**Onboarding**"}, the Customer should expect to spend approximately **6** hours for the best results.

### Elite Cohort Training

The training portion of this project will include asynchronous learning. Customer is required to complete weekly on-demand courses in the Provider's Learning Center. ***Learning Center courses must be completed prior to cohort working sessions.***

Each week of onboarding, Provider will facilitate remote working sessions with the cohort at the regularly scheduled meeting time. The Customer is responsible for ensuring at least one (1) user is in attendance for each session.

## Limitations

### Elite Core Cohort Onboarding

The Services will be configured with the features and capabilities of the current release of the Services.

Customers must attend their regularly scheduled session.

# Scope of Services

## Kick Off

**Provider responsibility**

- Internal handover and preparation.
- One (1) 60-minute remote cohort kick off meeting.

**Customer responsibility**

- Ensure project scope is accurate and fully aligns to all business requirements.
- Raise any risks, blackout periods for software release, resourcing plan.
- Ensure key project resources and stakeholders can attend kick off meeting.
- Prior to project kick off, the Customer is responsible for providing their project team
- Provide an understanding of business processes, data, and requirements.

## Design

**Provider responsibility**

- Review Customer configuration after Customer Project Lead completes System Admin Configuration Wizard.
- Facilitate one (1) cohort working session on System Admin configuration.

**Customer responsibility**

- Customer Project Lead to complete System Admin Configuration Wizard prior to the cohort working session.
- Ensure key project resources are selected and attend cohort working session.

## Training

**Provider responsibility**

- Facilitate one (1) sixty (60)-minute remote cohort working sessions on designated weekly topics.

**Customer responsibility**

- All users will be expected to complete the designed onboarding curriculum in the Provider's Learning Center prior to working session.
- Ensure appropriate users are selected and attend cohort working session.

## Launch & Post Launch

**Provider responsibility**

- Internal handover
- Project Closure

**Customer responsibility**

- Complete a full account review and audit (users and roles, calendar and list views, report and dashboard sharing).
- Promptly raise any issues found (that are within the scope of work)
- Complete customer satisfaction survey.

## Project Management

**Provider responsibility**

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

**Customer responsibility**

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

## Exclusions

- One-on-one consulting time
- Custom development, including document templates, reports and dashboards
- Integration services

## Project Schedule

The timeline for this project is 2 weeks.

**Customers migrating from the Services called EventBooking Classic must ensure all onboarding tasks are completed no later than June 30, 2025, when EventBooking Classic will no longer be available.

**Customers migrating from the Services called Priava must ensure all onboarding tasks are completed no later than December 31, 2025, when Priava will no longer be available.