Statement of Work (SOW)
Momentus Elite Premier for Multi-Venue Accounts
One-Time Services

Project Summary

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

- Momentus Elite Premier for Multi-Venue Accounts Onboarding

Assumptions

Elite Premier for Multi-Venue Accounts Onboarding

Customer has subscribed to Momentus Elite Premier. 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 onboarding, the Customer should expect to spend approximately 45 hours on the project for best results. If the Customer is not able to dedicate the time and/or resources at any point throughout the onboarding, additional fees may be incurred, and project timelines will be impacted.

The Provider will work with the Customer to complete base onboarding, configuration, and Customer team training for a multi-venue tenant. The training portion of this project will include recorded videos and configuration work that the Customer team must complete before attending remote instructor-led trainings. One (1) round of remote training is included. All instructor-led trainings will be virtual and recorded.

Process documentation will be managed by the Customer with specific software processes outlined throughout the onboarding.

Limitations

Elite Premier for Multi-Venue Accounts Onboarding

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

Scope of Services

Kick Off

Provider responsibility

- Internal handover and preparation.
- Up to one (1) ninety 90-minute remote 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 the following:
    - Approved document templates (Proposal, Contract, Event Orders, Invoices, etc.) in Microsoft Word format
    - Rate sheets for rental, venue services, equipment use, and food and beverage
    - Customer's project team
    - Report examples
    - Onboarding survey
- Provide an understanding of business processes, data, and requirements.

Design

Provider responsibility

- Up to two (2) sixty (60)-minute remote trainings on System Admin configuration; session will be recorded.
- Up to three (3) ninety (90)-minute remote training on Inventory and Pricing; sessions will be recorded.

Customer responsibility

- Customer Project Lead to complete self-guided recordings prior to completing System Admin Configuration Wizard.
- Complete System Admin Configuration Wizard prior to remote trainings.
- Ensure key project resources are selected and attend remote training sessions.

Build

Provider responsibility

- Configuration of standard base templates such as hold confirmations, proposals, addenda, estimates, event orders, post-event reports, invoices, receipts, & credit memos.
- Minor adjustments to the standard base templates such as adding logos, modifying fonts, font sizes, and color. Budget intensive customizations are out of scope.
- Configuration of up to eight (8) custom contract document templates.
- Add standard reports and dashboards to Customer Elite Account.

Customer responsibility

- Review completed document templates with project team and any internal stakeholders in a timely manner.
- Provide feedback to Provider for adjustments.

Training

Provider responsibility

- Up to six (6) 90-minute remote training sessions, sessions will be recorded.
- Provider will endeavor to complete training within six (6) weeks once initial build and configuration is complete, provided customer is available.

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

- Provide Customer Momentus Elite Dress Rehearsal Best Practices article to utilize for "dress rehearsals".
- Up to two (2) sixty (60)-minute remote meeting to introduce an example User Testing test plan and the process to raise issues.

Customer responsibility

- Customer is responsible for preparing for and executing user testing.
- Complete two (2) "dress rehearsals" following Provider's Momentus Elite Dress Rehearsal Best Practices article prior to working sessions.
- Ensure key resources attend all user testing review meetings.
- Promptly raise any issues found (that are within the scope of work).

Launch & Post Launch

Provider responsibility

- One (1) sixty (60)-minute remote support session.
- Internal handover
- Project Closure

Customer responsibility

- Ensure key resources attend launch support session.
- 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

- Additional custom document templates
- Custom development, including custom reports and dashboards
- Integration services
- Data migration
- Data import

Project Schedule

The estimated timeline for this project is 16 weeks. However, Provider and Customer will create and agree to a joint project plan. The plan is *an estimate* and subject to change.