

Exhibitor Service Center	
Description	Provider will deliver Services assistance through implementation of our online exhibitor service center features
Assumptions	Customer has a high-level plan for what they want to sell online and has pricing and packages for items Implementation of unlimited items with two site configurations Customer has appropriate pictures or photos of most items Customer has a dedicated resource that will be the owner user on this extension and maintain the solution Exhibitors and booths will be manually added to each event by the customer, or directly by the Exhibitors through ESC
Kick Off	Provider responsibility: Internal handover and preparation Prepare for and hold a 1 hour remote kick off meeting Customer responsibility: Ensure key project resources and stakeholders attend kick off meeting Ensure project scope is accurate and fully aligns to all business requirements Raise any risks, blackout periods for software release, resourcing plan
Discovery	Provider responsibility: Up to three 90 minute remote requirements gathering meetings with preparation and write up Customer responsibility: Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements
Design	Not applicable
Build	Provider responsibility: Resources (real-time inventory, item placement, item notes, item images, display/order options, related resources, etc.) Packages Price Lists and Order Forms (upsells, volume pricing, etc.) ESC site configuration(s) (navigation, page/form layout, text/instructions, links, references, T&Cs, custom user fields, booth placement, payment options) Basic onscreen reporting
Training	Provider responsibility: A 90 minute training session to train the application administrator on how to maintain application site Up to 6 hours of training with key users to introduce all practice of ESC against a pilot ESC site 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: A 1-hour minute remote meeting to introduce an example test plan and the process to raise issues Up to four 30 minute remote meetings to review and resolve any issues, with follow up Provider will maintain an issue log to track status and progress of issues raised. Customer responsibility: Customer is responsible for preparing for and executing user testing, including creation of test plans, test cases, and test scripts. Ensure key resources attend all testing meetings Raise any issues found (that are within the scope of the SOW) via the issue log The testing phase will be no more than 2 weeks in duration
Launch & Post Launch	Provider responsibility: Up to two 30 minute post launch support review meetings attended by Project Manager and Software Consultant. Support for go live for one ESC site across the whole organization Internal handover to Value Success Manager Project Closure Post Launch activities will be completed in no more than 2 weeks Customer responsibility: Ensure key resources attend all post launch support review meetings Raise any issues found (that are within the scope of the SOW) via the issue log template Complete customer satisfaction survey Post Launch activities will be completed in no more than 2 weeks
Project Management	Provider responsibility: Weekly 30 minute project review meeting with follow up to commence after kick off meeting and for a period of 6 weeks Creation and maintenance of project plan Weekly project status report to be sent out detailing progress, budget review, issues/risks, next steps Coordination of resources, activities, meetings in alignment with timelines and milestones Ownership of issues log and delegation of tasks Customer responsibility: Nominated project lead Ensure key resources attend all weekly project review meetings to provide updates Coordination of activity and resources on customer side to align to project plan and schedule
Exclusions	Custom reporting is excluded Online payment portal, online payment gateway are not part of scope Google analytics setup is excluded from current scope Amendments to existing custom integrations (CRM, POS, Finance, etc.) are not included Site web skinning is excluded from current scope (application administrator will be able to perform light web skin through implementation) ESC supports multi-lingual capability, however implementation of multi-lingual setup is the customer responsibility (wording & translation) Multiple site configuration is the responsibility of the customer
Estimated length of project: 8 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	