

Statement of Work (SOW) - Get-Well Program One-Time Services

Project Summary

The Get-Well Program empowers customers to maximize the value of their Momentus Enterprise system by aligning their solution with industry Best Practices. The program provides a structured path to optimize configurations, streamline workflows, and boost user adoption. The ultimate goal is to restore confidence, increase efficiency, and ensure customers are set up for long-term success with their Momentus Technologies investment.

Assumptions

Customer is fully onboarded in one or more of Provider's solutions.

The Get-Well Program requires a joint effort between the Provider and the Customer. Customer shall commit to revising existing workflows, as needed, to align with Provider's recommended best practices. Following Discovery, Provider and Customer will create and agree to a joint project plan to action Provider's recommendations.

To ensure the best possible results, Customer will designate a dedicated project team to support this initiative. The project team is expected to allocate, on average, between five (5) and fifteen (15) hours per week for the duration of the project. The specific level of effort will be determined following completion of the business process review. Failure to provide the necessary time and/or resources may impact project success, and objectives may not be achieved within the permitted timeframe.

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

Limitations

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) 60-minute remote kick off meeting with preparation.

Customer responsibility

- 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 software release, resourcing plan.

Discovery

Provider responsibility

- Conduct remote sessions with Customer to review departmental workflows and evaluate the effectiveness of cross-departmental processes.
 - Provider will observe and discuss the work processes with the key users from each team.
 - Provider will identify various opportunities that are low effort in addition to process improvements.
 - Provider will also suggest new software features that should be utilized.

Customer responsibility

- Ensure key resources attend appropriate sessions. Each key user is only required to attend the sessions relevant to their own processes.
- Provide an understanding of business processes, data and challenges.
- Provide all the required documentation (processes, workflows, etc) and technical information that is required for the completion of the project.

BPO Report

Provider responsibility

- Document findings, prioritize recommendations, and develop a strategic remediation plan via Business Process Optimization (BPO) Report.
- BPO Report includes:
 - Business process recommendations overview
 - Business process recommendations by team
 - Short/Medium/Long-term deployment changes
- Up to one (1) 90-minute remote meeting presenting BPO report to Customer project team.

Customer responsibility

- Ensure key project resources attend BPO Report review.

Services

Provider responsibility

- Provider shall perform Services in support of executing BPO Report recommendations, which may include remote training outside of new implementations, best practice configuration outside of new implementations, Crystal Report modifications, and other ad hoc, Q&A, or general support activities, as mutually agreed by the Parties.

Customer responsibility

- Provide relevant master data in specified formats as requested.
- Ensure appropriate users are selected and attend all remote sessions.
- Customer is responsible for preparing for and executing user testing, including creation of test plans, test cases, and test scripts.
- Promptly raise any issues found (that are within the scope of work).

Project Management

Provider responsibility

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

Customer responsibility

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

Exclusions

- Implementation and configuration of modules that are not contracted.
- Implementation of new orgs, new venues, new departments that do not currently utilize the system.
- Product enhancements
- Onsite fees for Momentum employee travel, accommodations, food and beverage must be purchased separately.
- Integration services
- Custom APIs
- Cloud migrations
- Any work on customer servers or devices
- Troubleshooting for legacy on-premise environments
- Maintenance of custom integrations and developments covered by other recurring agreements

Project Schedule

The estimated timeline for this project is 12-18 weeks. Following the process evaluation, Provider and Customer will create and agree to a joint project plan. The plan is an estimate and may change.