Statement of Work (SOW) - Momentus OneView One-Time Services

Project Summary

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

- Momentus OneView

Assumptions

Momentus OneView

Customer is fully onboarded or currently onboarding the Provider's Elite and/or Enterprise platform.
Customer has administrative rights within each Momentus database connecting to Momentus OneView.
Customer has a dedicated named user to support and maintain this extension.
Master data utilized in Momentus OneView, such as spaces and related event master tables, is fully configured all Momentus databases connecting to Momentus OneView.
Momentus OneView is connected to Customer's Production database(s).

Limitations

Momentus OneView

The Services will be configured with the features and capabilities of the current release of the Services.
Events can take up to five (5) minutes to sync.
If data is incorrectly mapped or removed from the integration, the data will need to be manually corrected to appear in OneView.

Scope of Services

Kick Off

Provider responsibility

- Internal handover and preparation

Customer responsibility

- Ensure project scope is accurate and fully aligns to all business requirements.
- Raise any risks, blackout periods for software release, resourcing plan.

Build

Provider responsibility

- Connect Momentus platforms to OneView.
- Configure one (1) Portal Admin.
- Configure venues (only required for Momentus Enterprise databases).
- Configure up to five (5) spaces per venue.
- Configure up to five (5) users.
- Configure up to one (1) user group template.
- Configure reference mapping for up to five (5) references per section. Sections include Booking Status, Event Categories, Event Statuses, Event Types, Genres (Elite only), and Space Types.

Customer responsibility

- Provide user name and email for Portal Admin.
- Provide venues, spaces, users, references, and other master data and documents in specified formats as requested.
- Configure remaining items as guided by Provider following included training.

Training

Provider responsibility

- Up to two (2) 60-minute hands-on remote hands-on training; sessions will be recorded.

Customer responsibility

- Ensure appropriate users are selected and attend training sessions. At least one (1) attendee must have administrative rights within Customer's Momentus databases.

Testing

Provider responsibility

- Up to one (1) 30-minute remote testing session; session will be recorded.
- Provider will maintain their own internal 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.
- Promptly raise any issues found (that are within scope).
- The testing phase will be no more than one (1) week in duration.

Launch & Post Launch

Provider responsibility

- Internal handover, if needed.
- 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

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

Exclusions

- Custom development
- Integration services
- Data import
- Data migration
- Configuration of or modifications to master data utilized in Momentus OneView

Project Schedule

The estimated timeline for this project is 4 weeks. However, Provider and Customer will create and agree to a joint project plan. The plan is an estimate and may change.