

Statement of Work (SOW) - Exhibitor Service Center One-Time Services

Project Summary

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

- Exhibitor Service Center Implementation and Onboarding

Assumptions

Exhibitor Service Center

Customer is fully onboarded or currently onboarding the Provider's Enterprise platform.

Customer has payment gateway already deployed in a Provider environment.

Provider will configure one (1) Exhibitor Service Center (ESC) configuration. Customer will be responsible for additional configurations following included training.

Customer has a high-level plan for what they want to sell online and has pricing and packages for items.

Customer has appropriate pictures or photos of most items.

Provider will configure ESC for default language. Customer is responsible for implementation (wording and translation) for additional languages.

Customer has a dedicated resource that will be the power 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.

Limitations

Exhibitor Service Center

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

- Up to three (3) 90-minute remote requirements gathering meeting with preparation and write up.

Customer responsibility

- Ensure key project resources attend discovery sessions.
- Provide an understanding of business processes, data, and requirements.

Build

Provider responsibility

- Configure up to 50 Resources (real-time inventory, item placement, item notes, item images, display/order options, related resources, etc.).
- Configuration of up to 10 Packages.
- Configure up to one (1) Price List with up to 50 Price Lists Items (upsells, volume pricing, etc.).
- Adjustment of up to five (5) Event related master tables (including function usages).
- Configure up to one (1) ESC site configuration (navigation, page/form layout, text/instructions, links, references, T&Cs, custom user fields, booth placement, payment options).
- Basic web-skinning support for ESC, including color/styling configuration and addition of customer logo - no custom-built or embedded elements).
- Configure basic onscreen reporting for online orders from ESC.
- Configure up to one (1) standard dashboard, with up to six (6) gadgets.

Customer responsibility

- Provide master data and documents in specified formats as requested.
- Configure remaining items as guided by Provider following included training.

Training

Provider responsibility

- One (1) 90-minute remote Application Administrator Training on how to maintain the ESC application; session will be recorded.
- Up to six (6) hours of remote Key User Training to introduce all practices of ESC against a pilot ESC site; sessions will be recorded.
- Training is scheduled to be completed in no more than two (2) weeks.

Customer responsibility

- Ensure appropriate users are selected and attend training sessions.
- All users will be expected to complete the designed curriculum in the Provider's Learning Center.

Testing

Provider responsibility

- One (1) 60-minute remote meeting to introduce an example test plan and the process to raise issues.
- Up to four (4) 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 scope) via the issue log.
- The testing phase will be no more than three (3) weeks in duration.

Launch & Post Launch

Provider responsibility

- Up to two (2) 30-minute remote post launch support review meetings.
- Internal handover
- Project closure
- Post Launch activities will be completed in no more than two (2) weeks.

Customer responsibility

- Ensure key resources attend all post launch support review meetings.
- Raise any issues found (that are within scope) via the issue log.
- Complete customer satisfaction survey.
- Post Launch activities will be completed in no more than two (2) weeks.

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

- Payment gateway or credit card processing
- Online Payment Portal
- Data Import
- Data Migration
- Custom development, including crystal reports, EZWriter, and custom APIs.
- Google Analytics configuration
- Integration services, including amending existing custom integrations (CRM, POS, Finance, etc.)
- Complete site web skinning with advanced features is excluded from current scope
- ESC supports multi-lingual capability; however, implementation of multi-lingual setup is the customer responsibility (wording & translation)

Project Schedule

The estimated timeline for this project is 8 weeks. However, Provider and Customer will create and agree to a joint project plan in writing (email acceptable). The plan is *an estimate* and subject to change upon mutual written agreement.