

## Statement of Work (SOW) - Momentum Enterprise Pro for Corporate One-Time Services

### Project Summary

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

- Accounts & Contacts
- Online Inquiry Form
- Event Opportunities
- Outlook Calendar Integration
- Online Space Booking with Ordering
- Calendars
- Functions
- Service Orders
- Work Order Management
- Invoices
- Basic Inventory
- Audit Ready GL Export
- Standard Reports
- Dashboards
- Standard Report Modifications for up to two (2) reports
- Single Sign On (Public Facing)
- Single Sign On (Back Office)
- Time Zones

## Assumptions

### Enterprise Onboarding Approach

Provider will work with the Customer to complete base onboarding, configuration and training for a single campus.

The standard approach to onboarding is a 'Configured Delivery' model, meaning that the Customer is responsible for providing all required master data for configuration on time as well as timely testing feedback. In order to ensure Customer's enablement and long-term success, Provider assumes Customer will contribute to configuring spaces, resources, inventory, packages, pricelists, etc. Once the Implementation Summary is signed off by the Customer, any further requirements are out of scope.

### Enterprise Training Approach

Training will include both remote instructor-led courses and on-demand courses from Provider's Learning Center. Customer has dedicated named user(s) who will receive Application Administration training to support and maintain the system. A portion of the Administrator Training will be conducted during the Build phase of the project to support the Customer in the configuration tasks they will be assisting with. One (1) round of remote Application Administrator and Key User Training is included. All instructor-led training will be recorded. Process documentation will be managed by the Customer with specific software processes outlined throughout the onboarding.

### Online Inquiry Form (OIF)

Provider will develop up to one (1) customer-specific integration with Jotform, using a standard online inquiry web form for Account Leads, Event Opportunities, or Events. Customer does not have access to add or modify questions within the online inquiry form. Following go-live, any such changes will be considered as additional scope and will require a separate agreement and additional development effort. Customizing the CSS styling of the online inquiry form is not included in this scope of work. Any specific styling requirements beyond the default design will be considered as an additional task and may incur additional costs.

### Online Space Booking (OSB) with Ordering

Customer has a high-level plan for how they will offer space online. Provider will configure up to one (1) OSB configuration. Customer will be responsible for additional configurations following included training. Customer has appropriate pictures or photos of most spaces. Customer will provide company graphic chart details. Provider will configure OSB for default language. Customer is responsible for implementation (wording and translation) for additional languages.

## Outlook Calendar Integration

Customer has administrative rights within the Customer's Outlook account and Provider's Enterprise database.

Space configuration is complete in both the Provider's Enterprise database and Outlook.

## Single Sign On (Back Office)

Provider will provide technical services to assist with the setup of SAML 2.0 SSO integration. Customer will set up two (2) IdP configurations (1 for Production environment and 1 for Test environment).

Customer is using a supported IdP (Azure, Okta, OneLogin, JumpCloud, ForgeRock, Shibboleth, F5).

## Single Sign On (Public Facing)

Customer will provide all necessary details, mappings, and external API access prior to development.

Customer is licensed to the Identity Provider independently. Identity Provider offers support for SAML 2.0 protocol.

Provider will implement a public facing single sign in process with the SAML 2.0 SSO protocol.

## Standard Report Modifications

Provider will modify up to two (2) existing standard reports using Crystal Reports to ensure alignment with the Customer's corporate identity.

Customer will provide layout changes, filtering options and basic branding guidelines.

Customer will actively collaborate with the Provider to define the report's structure, content, and formatting requirements.

## Limitations

### Enterprise Onboarding

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

### Online Inquiry Form (OIF)

Any changes to the form need to be validated to ensure the service importing the data does not break.

If the Customer wants to add a single sign-on to protect the form, they must license JotForm individually. It allows the configuration of the Identity Provider directly within JotForm.

### Outlook Calendar Integration

Following activation, sync can take up to 24 hours.

Individual events can take up to one (1) minute to sync.

Historical events are not synced.

If a space is incorrectly mapped or removed from the integration, the event and bookings will need to be manually corrected in the respective system.

### Single Sign On (Public Facing)

The feature of the Public Facing applications can limit some functionality of the Single Sign On such as logout functionality is limited and customer-specific links need to be used for sign-in.

### Standard Report Modifications

The customizations are restricted to visual and layout adjustments within the report. It does not include any changes to the underlying report logic, data sources, or implementation structure.

## Scope of Services

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### 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

#### Momentum Enterprise Pro for Corporate

**Provider responsibility:**

- Up to 16 90-minute remote requirements gathering meetings with preparation and write up.
- Document business requirements, expected functions, and accepted criteria via Implementation Summary.
- One (1) 60-minute remote session reviewing Implementation Summary with Customer.

**Customer responsibility:**

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

## Build

### Momentum Enterprise Pro for Corporate – Plan to Market

#### **Provider responsibility:**

- Configure master tables.
- Configure Spaces and related tables for up to 50 spaces.
- Configure Resources and Inventory Items with related tables for up to 250 resources.
- Configure GL Accounts – Configuration of up to 50 GL accounts – posting accounts only, no summaries.
- Configure GL Schemes or Dimensions to support advanced GL distribution.
- Configure up to five (5) packages (one level package, substitution possible).
- Configure up to one (1) Price List with up to 250 Items. Up to one (1) price class is included.
- Develop online inquiry form web-service for Account Leads, Event Opportunities, or Events.
- Configure up to one (1) OSB configuration with order processing component configuration including navigation and text/instructions.
- Configure up to one (1) Account Portal.
- Basic web theme support for OSB, including color/styling configuration and addition of customer logo - no custom-built or embedded elements.
- Database configuration to support the use of the Outlook Calendar Integration.
- Accept Outlook Calendar Integration Connection Request.

#### **Customer responsibility:**

- Provide spaces, resources, inventory, menus, packages, and relevant master data in specified formats as requested.
- Ensure appropriate users are selected and attend training session. At least one (1) attendee must have administrative rights within the Customer's Outlook account.
- Configure remaining items as guided by Provider following included training.

## Momentum Enterprise Pro for Corporate – Lead To Opportunity

### **Provider responsibility:**

- Manage Organizational & Individual Accounts - Configure account, contact and relationship windows with up to five (5) master tables on each.
- Create the Event Opportunity - Configure Event Opportunity windows and process.
- Configure up to one (1) Activity Checklist on the account level.

### **Customer responsibility:**

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

## Momentum Enterprise Pro for Corporate – Event to Order

### **Provider responsibility:**

- Create the Event - Configure the Event window with event statuses and up to four (4) master tables, five (5) user fields and appropriate field set rules.
- Configure up to one (1) Activity Checklist on the event level.
- Create the Function Schedule - Configure Function window with function statuses, usages and appropriate field set rules. Define the relevant function usage process.
- Manage Booking Orders - Configure booking statuses, standard views with up to three (3) calendars, and load notices with up to two (2) note classes for two (2) years.
- Manage Service Orders - Configure order statuses, order window, and up to five (5) user fields.
- Manage Contracts - Configure up to one (1) template document using standard product functionality. Scope does not include custom development such as EZWriter.

### **Customer responsibility:**

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

## Momentum Enterprise Pro for Corporate – Operations To Delivery

### **Provider responsibility:**

- Enrich Function Schedule - Configure up to three (3) different views of the function schedule and adapt it for various departments.
- Create Internal Service Orders - Configure up to 20 internal resources and items to accommodate non-chargeable services.
- Review Resources/Inventory Requirements - Configure resource requirement review windows and associated process.
- Review & Issue Work Orders - Configure Work Order and Work Order Items windows for up to five (5) departments.
- Complete Work Orders - Configure and review work order closing process.
- Review Actuals - Configure and review the work order actuals update process.
- Close Service Orders - Configure the service order close statuses and associated processes.

### **Customer responsibility:**

- Create additional views and configurations as guided by the Provider following included training.

## Momentum Enterprise Pro for Corporate – Invoice To Cash

### **Provider responsibility:**

- Invoice Events OR Invoice Payment Plans - Configure up to three (3) payment plans and the credit note process.

### **Customer responsibility:**

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

## Momentum Enterprise Pro for Corporate – Inventory To Event

### **Provider responsibility:**

- Manage Stock & Non-Stock Items - Configure inventory items window.
- Receive Inventory - Configure the stock receive process for inventory items.

### **Customer responsibility:**

- Provide master data and documents in specified formats as requested.



## Momentum Enterprise Pro for Corporate – Record To Report

### **Provider responsibility:**

- Configure a GL Export to suit import in to the Customer's existing 3rd party financial system.
- On-Screen Reporting - Configure main windows views based on the customer reporting requirements: up to 18 views.
- Dashboard Reporting – Configure up to five (5) standard dashboards, with up to six (6) gadgets each.

### **Customer responsibility:**

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

## Momentum Enterprise Pro for Corporate – Single Sign On (Back Office)

### **Provider responsibility:**

- Install certificates on Provider web servers.
- Configure Test environment for SSO use.

### **Customer responsibility:**

- Complete SSO Questionnaire.
- Customer must nominate Test users.
- Customer must ensure latest versions of the Provider Enterprise Outlook, Office & Web Add-In are installed on end users Customer machines.

## Momentum Enterprise Pro for Corporate – Single Sign On (Public Facing)

### **Provider responsibility:**

- Single Sign-On Authentication for Public-Facing Applications via SAML 2.0 protocol.
- Portal to Configure Single Sign-On Links.

### **Customer responsibility:**

- Customer needs to provide support for the configuration of the SSO provider.

## Momentum Enterprise Pro for Corporate – Standard Report Modifications

### **Provider responsibility:**

- Modify up to two (2) existing standard reports using Crystal Reports.
- Up to 12 hours of development per standard report.
- Report modifications are strictly limited to layout, corporate branding elements, and modification of filters.

### **Customer responsibility:**

- Provide timely feedback and branding guidelines necessary for visual customization.
- Confirm report filter criteria and ensure alignment with business requirements.

## Training

### Momentum Enterprise Pro for Corporate

#### **Provider responsibility:**

- Develop training plan.
- Up to 16 hours of remote Application Administrator Training; sessions will be recorded. A portion of the Administrator Training will be conducted during the Build phase of the project to support the Customer in the configuration tasks they will be assisting with.
- Up to 14 hours of remote Key User Training; sessions will be recorded.
- Training is scheduled to be completed in no more than three (3) weeks.

#### **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

### Momentus Enterprise Pro for Corporate

#### **Provider responsibility:**

- Up to one (1) 60-minute remote meeting to introduce an example test plan and the process to raise issues.
- Up to six (6) 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 three (3) 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.

## Project Management

### **Provider responsibility:**

- Weekly 30-minute project review meeting with follow up to commence after kick off meeting and for duration of the project.
- Creation and maintenance of project plan.
- Weekly project status report to be sent out detailing progress, budget review, issues, risks, and 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

- Microsoft Outlook configuration or training outside of what is noted in the scope above.
- OSB supports multi-lingual capability; however, implementation of multi-lingual setup is the customer responsibility (wording & translation).
- Payment gateway or credit card processing
- Momentus Payments Platform – In-House Processing
- Momentus Payments Platform – Third Party Gateway
- Multi-currency
- Data Import
- Data Migration
- Custom development outside of what is noted above.
- Integration services, including amending existing custom integrations (CRM, POS, Finance, etc.)
- IdP initiated SSO
- SSO to other Provider software, or extensions to facilitate public login
- Any licenses for 3<sup>rd</sup> party software or tools needed for the development.

## Project Schedule

The estimated timeline for this project is 18 weeks. However, Provider and Customer will create and agree to a joint project plan. The plan is an estimate and may change.

## Recurring Services

### Custom Online Inquiry Form (JotForm) (Enterprise)

#### **Technical Services Subscription – Medium**

This is a recurring service for customer-specific developments related to reports. The purpose of this document is to define the scope, assumptions, limitations, and exclusions associated with the Services provided. The scope of this package covers up to 16 hours per year.

#### Assumptions

- The Customer environment is on the latest software version.
- The Customer's systems and infrastructure meet the minimum requirements for the specified integrations.
- The Customer will promptly provide all required documentation, access credentials, and technical information.
- The Customer is responsible for any third-party software or services required for the integrations.

#### Limitations

- This scope covers only recurring services for Customer-specific developments. Any additional enhancements, customizations, or new features will require a separate agreement and may incur additional charges.
- The scope of work does not include support for issues unrelated to the Customer-specific developments.

#### Scope

##### **Provider responsibility**

- Ongoing Maintenance: Provider will provide maintenance and support for Customer-specific developments, ensuring they remain functional and compatible with related products.
- Integration Monitoring: Provider will monitor the integrations to identify and address any issues. This may include performance optimization and troubleshooting.
- Technical Support: Customer will have access to address any questions or concerns related to the integration.
- Software Updates: Provider will provide updates to the integrations to ensure compatibility with new versions of the product if needed.

##### **Customer responsibility**

- As this is a Customer-specific development, it is essential to note that resources on the Customer side must be allocated for activities such as mapping and testing.

#### Exclusions

Customizations, enhancements, or new feature development beyond the existing Customer-specific developments are not included and will require additional fees.

## Single Sign On (Public-Facing) (Enterprise)

### Technical Services Subscription – Medium

This is a recurring service for customer-specific developments related to reports. The purpose of this document is to define the scope, assumptions, limitations, and exclusions associated with the Services provided. The scope of this package covers up to 16 hours per year.

#### Assumptions

- The Customer environment is on the latest software version.
- The Customer's systems and infrastructure meet the minimum requirements for the specified integrations.
- The Customer will promptly provide all required documentation, access credentials, and technical information.
- The Customer is responsible for any third-party software or services required for the integrations.

#### Limitations

- This scope covers only recurring services for Customer-specific developments. Any additional enhancements, customizations, or new features will require a separate agreement and may incur additional charges.
- The scope of work does not include support for issues unrelated to the Customer-specific developments.

#### Scope

##### Provider responsibility

- Ongoing Maintenance: Provider will provide maintenance and support for Customer-specific developments, ensuring they remain functional and compatible with related products.
- Integration Monitoring: Provider will monitor the integrations to identify and address any issues. This may include performance optimization and troubleshooting.
- Technical Support: Customer will have access to address any questions or concerns related to the integration.
- Software Updates: Provider will provide updates to the integrations to ensure compatibility with new versions of the product if needed.

##### Customer responsibility

- As this is a Customer-specific development, it is essential to note that resources on the Customer side must be allocated for activities such as mapping and testing.

#### Exclusions

Customizations, enhancements, or new feature development beyond the existing Customer-specific developments are not included and will require additional fees.

## Report 1

### **Technical Services Subscription – Reporting**

This is a recurring service for customer-specific developments related to reports. The purpose of this document is to define the scope, assumptions, limitations, and exclusions associated with the Services provided. The scope of this package covers up to 4 hours per year.

#### Assumptions

- The Customer environment is on the latest software version.
- The Customer's systems and infrastructure meet the minimum requirements for the specified integrations.
- The Customer will promptly provide all required documentation, access credentials, and technical information.
- The Customer is responsible for any third-party software or services required for the integrations.

#### Limitations

- This scope covers only recurring services for Customer-specific developments. Any additional enhancements, customizations, or new features will require a separate agreement and may incur additional charges.
- The scope of work does not include support for issues unrelated to the Customer-specific developments.

#### Scope

##### **Provider responsibility**

- Ongoing Maintenance: Provider will provide maintenance and support for Customer-specific developments, ensuring they remain functional and compatible with related products.
- Integration Monitoring: Provider will monitor the integrations to identify and address any issues. This may include performance optimization and troubleshooting.
- Technical Support: Customer will have access to address any questions or concerns related to the integration.
- Software Updates: Provider will provide updates to the integrations to ensure compatibility with new versions of the product if needed.

##### **Customer responsibility**

- As this is a Customer-specific development, it is essential to note that resources on the Customer side must be allocated for activities such as mapping and testing.

#### Exclusions

Customizations, enhancements, or new feature development beyond the existing Customer-specific developments are not included and will require additional fees.

## Report 2

### **Technical Services Subscription – Reporting**

This is a recurring service for customer-specific developments related to reports. The purpose of this document is to define the scope, assumptions, limitations, and exclusions associated with the Services provided. The scope of this package covers up to 4 hours per year.

#### Assumptions

- The Customer environment is on the latest software version.
- The Customer's systems and infrastructure meet the minimum requirements for the specified integrations.
- The Customer will promptly provide all required documentation, access credentials, and technical information.
- The Customer is responsible for any third-party software or services required for the integrations.

#### Limitations

- This scope covers only recurring services for Customer-specific developments. Any additional enhancements, customizations, or new features will require a separate agreement and may incur additional charges.
- The scope of work does not include support for issues unrelated to the Customer-specific developments.

#### Scope

##### **Provider responsibility**

- Ongoing Maintenance: Provider will provide maintenance and support for Customer-specific developments, ensuring they remain functional and compatible with related products.
- Integration Monitoring: Provider will monitor the integrations to identify and address any issues. This may include performance optimization and troubleshooting.
- Technical Support: Customer will have access to address any questions or concerns related to the integration.
- Software Updates: Provider will provide updates to the integrations to ensure compatibility with new versions of the product if needed.

##### **Customer responsibility**

- As this is a Customer-specific development, it is essential to note that resources on the Customer side must be allocated for activities such as mapping and testing.

#### Exclusions

Customizations, enhancements, or new feature development beyond the existing Customer-specific developments are not included and will require additional fees.