

Momentus For Convention Centers	
Description	Provider will deliver Services to implement and onboard the Enterprise Convention Center solution
Assumptions	<ul style="list-style-type: none"> - One (1) Round of Application Administrator and Key User Training - Provider will provide technical services to assist with the setup of SAML 2.0 SSO integration - Up to 2 dashboards with up to 6 gadgets is included. Additional dashboards and gadgets can be configured and built by the Customer based on the training included. - 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.
Limitations	The system will be configured with the features and capabilities of the version released on the project start date.
Kick Off	<p>Provider responsibility: Internal handover and preparation A 1 hour remote kick off meeting with preparation</p> <p>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</p>
Discovery	<p>Provider responsibility: Up to fourteen 90 minute remote requirements gathering meetings with preparation and write up covering the 7 workflows listed below: PTM - Plan to Market (any activity that is required in order to sell events such as defining the services that you want to offer as well as their pricing) LTO - Lead to Opportunity (all elements of Customer Relationship Management as well as managing the sales cycle from first contact to a prospective) ETO - Event to Order (all steps from the concrete sales inquiry to placing an order and contracting the details) OTD - Operations to Delivery (ensures the smooth planning, execution and delivery of event logistics upfront and during the event) ITC - Invoice to Cash (all elements that are related to debtor management, invoicing a customer and managing payment receipts) ITE - Inventory to Event (covers the stock and availability management for event inventory as well as releasing stock for event operation) RTR - Record to Report (covers all functionality with regards to financial and/or operational reporting)</p> <p>Standard API overview - API documentation as well as an intro to the Data Model. Custom API development will be completed by the Customer.</p> <p>Customer responsibility: Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements</p>
Design	<p>Provider responsibility: Build the proof of concept demo with base information A 90 minute remote demo session with customer</p> <p>Customer responsibility: Ensure key project resources and stakeholders attend the demonstration Provide feedback on the demonstrated processes in the software</p>
Build - Plan To Market	<p>Provider responsibility: Configure master tables Configure Inventory, Resources and Spaces Items Configure up to 1 Price Lists and up to 40 Items Create up to 1 Activity Checklist CRM level</p>
Build - Lead To Opportunity	<p>Provider responsibility: Manage Leads - Set up of CRM Leads with up to 3 master tables Manage Organizational & Individual Accounts - Set up of account, contact and relationship windows with up to 5 master tables on each. Create the event Opportunity - Set up of the Event opportunity windows and process</p>
Build - Event To Order	<p>Provider responsibility: Create the Event - Set up the event window with event statuses and up to 4 master tables. 5 user fields and appropriate field set rules Create up to 1 Activity Checklist on the event level Create the Function Schedule - set up the window with function statuses, usages and appropriate field set rules. Define the relevant function usage process Manage Booking Orders - set up the booking statuses, standard views, load notices with up to 2 note classes for 2 years Manage Service Orders set up order status, the order window and up to 5 user fields Advanced Catering Orders - set up to 5 packaged catering menus (one level package, substitution possible) Manage Contracts - 1 contract type</p>
Build - Operations To Delivery	<p>Provider responsibility: Enrich Function Schedule - Set up to 3 different views of the function schedule and adapt it for various departments Create Internal Service Orders - Set up of up to 20 internal resources and items to accommodate non-chargeable services Review Resources/Inventory Requirements - Set up of the resource requirement review windows and associated process Review & Issue Work Orders - Set up of the Work Order and Work Order Items windows for up to 5 departments Complete Work Orders - configure and 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 associate process</p>
Build - Invoice To Cash	<p>Provider responsibility: Invoice Events OR Invoice Payment Plans - set up of up to 3 payment plans and the credit note process Manage Deposits & Transactions - configuration of the Accounts Receivables transactions</p>
Build - Inventory To Event	<p>Provider responsibility: Manage Stock & Non-Stock Items - review of the inventory items window configuration and make adjustments after the import Receive Inventory - review and configure the stock receive process for inventory items</p>
Build - Record To Report	<p>Provider responsibility: Configure GL Accounts - Configuration of up to 50 GL accounts - postno accounts only, no summaries On-Screen Reportino - configuration of the main windows views based on the customer reportino requirements: up to 16 views Dashboard Reportino - Configuration of up to 2 standard dashboards</p>
Training	<p>Provider responsibility: Up to seven 90 minute remote training sessions to go through the 7 workflows; sessions will be recorded Training is scheduled to be completed in no more than 1 week</p> <p>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</p>
Testing	<p>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.</p> <p>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 3 weeks in duration</p>
Launch & Post Launch	<p>Provider responsibility: Up to two 30 minute remote post launch support review meetings Internal handover to Value Success Manager Project Closure Post Launch activities will be completed in no more than 2 weeks</p> <p>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</p>
Project Management	<p>Provider responsibility: Weekly 30 minute project review meeting with follow up to commence after kick off meeting and for a period of up to 14 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</p> <p>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</p>
Exclusions	<ul style="list-style-type: none"> Mobile Work Orders are excluded from scope Room Diagramming is not included Custom development unless specified above Any integration services not specifically defined in the scope above Once the build phase begins, any further requirements are considered to be out of scope Process Documentation is excluded from scope Custom Report Development is excluded Custom API Development is out of scope Data Import is not in scope Data Migration is not in scope
Estimated length of project: 16 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	