

Statement of Work (SOW) - Outlook Calendar Integration for Enterprise One-Time Services

Project Summary

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

- Outlook Calendar Integration for Enterprise

Assumptions

Outlook Calendar Integration for Enterprise

Customer is fully onboarded or currently onboarding the Provider's Enterprise platform. Customer has administrative rights within the Customer's Outlook account and Provider's Enterprise database.

Space configuration is complete in both the Momentus database and Outlook.

Limitations

Outlook Calendar Integration for Enterprise

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

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.

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.

Discovery

Provider responsibility

- Database configuration to support the use of the integration.
- Up to one (1) 90-minute remote requirements gathering meeting.
- Accept Connection Request.

Customer responsibility

- Ensure key resources attend discovery session. At least one (1) attendee must have administrative rights within the Customer's Outlook account.
- Provide an understanding of business processes, data and requirements.

Training

Provider responsibility

- One (1) 90-minute remote hands-on training; session will be recorded.
- Complete space mapping for up to five (5) spaces.

Customer responsibility

- Ensure appropriate users are selected and attend training session. At least one (1) attendee must have administrative rights within the Customer's Outlook account.
- Determine the five (5) spaces to be configured during remote training session.
- Customer to complete remaining space mappings.

Testing

Provider responsibility

- 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
- Space configuration or training within Momentus or Outlook

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.