

Technical Services Subscription - Reporting

Description	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.
Assumptions	The Customer environment is on the latest software version. Customer responsibility: 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. The scope of this package covers up to two support requests per year or up to 4 hours.
Scope	Momentum responsibility: Ongoing Maintenance: Technical Services will provide ongoing maintenance and support for client-specific developments, ensuring they remain functional and compatible with related products. Integration Monitoring: Technical Services will monitor the integrations to promptly identify and address any issues. This may include performance optimization and troubleshooting. Technical Support: The client will have access to technical support during regular business hours to address any questions or concerns related to the integrations based on our Support SLAs. Software Updates: Technical Services will provide updates to the integrations to ensure compatibility with new versions of the product if needed. These updates will be scheduled to minimize disruption. Customer responsibility: As this is a client-specific development, it is essential to note that resources on the client side must be allocated for activities such as mapping and testing throughout.
Exclusions	Customizations, enhancements, or new feature development beyond the existing Customer-specific developments are not included and will require a additional fees.
This is an annual service Up to 4 hours, each year, are included with this Service.	