INSIGHTSOFTWARE PROFESSIONAL SERVICES OFFERINGS FOR THE FXLOADER SERVICE

PROFESSIONAL SERVICES OFFERING[1]	DESCRIPTION ENABLEMENT SERVICES FOR FXLOADER – SMALL

Recurring Services Package	**Offering Name: Enablement Services – Small:** Up to 5 hours per annum available to be used for Onboarding, Coaching, Advisory, Assistance, and tasks generally associated with the administration of the customer specific services configuration and the related coordination.
	
	"Enablement Services for FXLoader – Small" are included with Essentials Bundles for FXLoader and are remote professional services provided by insightsoftware consultants. The hours will be used for the following types of services:
	
	Initial Services Setup:
	• Instances:
	  ○ Connection to Customer ERP
	  ○ Rates services providers Setup
	• Currencies
	  ○ List of currencies
	  ○ Base currencies
	  ○ Triangulation rules
	• Runs and Run Stages
	  ○ Fetch
	  ○ Triangulation
	  ○ Average
	  ○ Load
	
	• Rates backfilling
	
	Once the initial setup is complete Customer may request additional services to perform any changes to the initial configuration including:
	○ Additional Instance
	○ Additional Currencies
	○ Changes to the Runs configuration, including triangulation and average stages
	○ Rates Backfilling
	
	Due to the additional configuration complexity related to some specific options,
	Customers that have selected Refinitiv as an FX rates source will benefit from a 5 hours enablement services add-on
	Customers that have selected Bloomberg as an FX rates source will benefit from a 5 hours enablement services add-on
	Customers that have SAP as their ERP will benefit from a 5 hours of enablement services add-on
	
	The amount of hours for Services should be ample to handle all the requirements of any customer and customers will be notified when they reach the limit of hours available for enablement services and they can elect to purchase additional Professional Services hours.
	
	The number of Enablement Services hours may be consumed during the annual period and will not be carried over to the subsequent period.
	
	Additional hours outside of the Enablement Services can be purchased at standard rates.
	Consulting hours will be mutually scheduled in advance. Once mutually scheduled, consulting hours that are cancelled by the Customer with less than 48 hours prior written notice to insightsoftware will be forfeited.

[1] **Cooperation.** Customer acknowledges that the Professional Services may be performed in cooperation with Customer personnel. Customer will furnish to insightsoftware such (a) descriptions, specifications, materials, data, and other information, (b) cooperation, technical assistance, resources, and support, and (c) access to Customer's equipment, systems and networks, as reasonably necessary or appropriate to perform the Professional Services.

PROFESSIONAL SERVICES OFFERING[1]	DESCRIPTION ENABLEMENT SERVICES FOR FXLOADER – STANDARD
Recurring Services Package	**Offering Name: Enablement Services – Standard:** Up to 8 hours per annum available to be used for Onboarding, Coaching, Advisory, Assistance, and tasks generally associated with the administration of the customer specific services configuration and the related coordination. "Enablement Services For FXLoader – Standard", are included with Standard and Enterprise Bundles for FXLoader and are remote professional services provided by insightsoftware consultants. The hours will be used for the following types of services: Initial Services Setup: • Instances: o Connection to Customer ERP o Rates services providers Setup • Currencies o List of currencies o Base currencies o Triangulation rules • Runs and Run Stages o Fetch o Triangulation o Average o Load • Rates backfilling Once the initial setup is complete Customer may request additional services to perform any changes to the initial configuration including: o Additional Instance o Additional Currencies o Changes to the Runs configuration, including triangulation and average stages o Rates Backfilling Due to the additional configuration complexity related to some specific options, Customers that have selected Refinitiv as an FX rates source may benefit from a 8 hours enablement services add-on Customers that have selected Bloomberg as an FX rates source may benefit from a 8 hours enablement services add-on Customers that have SAP as their ERP may benefit from a 8 hours enablement services add-on. The amount of hours for Services should be ample to handle all the requirements of any customer and customers will be notified when they reach the limit of hours available for enablement services and they can elect to purchase additional Professional Services hours. The number of Enablement Services hours may be consumed during the annual period and will not be carried over to the subsequent period. Additional hours outside of the Enablement Services can be purchased at standard rates. Consulting hours will be mutually scheduled in advance. Once mutually scheduled, consulting hours that are cancelled by the Customer with less than 48 hours prior written notice to insightsoftware will be forfeited.

[1] **Cooperation.** Customer acknowledges that the Professional Services may be performed in cooperation with Customer personnel. Customer will furnish to insightsoftware such (a) descriptions, specifications, materials, data, and other information, (b) cooperation, technical assistance, resources, and support, and (c) access to Customer's equipment, systems and networks, as reasonably necessary or appropriate to perform the Professional Services.