INSIGHTSOFTWARE PROFESSIONAL SERVICES OFFERINGS FOR THE FIPLANA/WRITE! SERVICE

PROFESSIONAL SERVICES OFFERING[1]	DESCRIPTION ENABLEMENT SERVICES FOR WRITE!/FIPLANA

Recurring Services Package	**Offering Name: Enablement Services:** Up to **20** hours per annum available to be used for onboarding, upgrades, coaching, advisory, assistance, and related coordination in cooperation (1) with Customer.
	
	Enablement Services are remote professional services provided by insightsoftware consultants. The hours will be used for the following types of services:
	
	Installation, Upgrades and Technical Assistance
	• Assist Customer with Fiplana/Write! initial Installations and upgrades or further installations as and when required
	
	Additional Enablement & Consulting
	• Customer dedicated training/coaching
	• Provide guidance with new product features
	• Write-back application design consulting:
	  ○ Review of proposed write-back applications
	  ○ Assessment/optimization of existing write-back applications
	• Best practices discussions, for visuals or performance optimization
	
	Additional Terms -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.