INSIGHTSOFTWARE PROFESSIONAL SERVICES OFFERINGS FOR LOGI ANALYTICS SOFTWARE, INCLUDING EXAGO SOFTWARE

PROFESSIONAL SERVICES OFFERING[1]	DESCRIPTION
Expert On-Demand	Designed to support Logi Developers, Expert on Demand provides fast access to expert consultants over the phone and via WebEx to provide targeted training, and support. Expert on Demand is ideal for guidance on approaches to security, integration, visualization development, and other issues that go beyond core product support. When you need answers to complex questions, but don't need a full services implementation, Expert on Demand is there for you. Expert on Demand provides response times on a best efforts basis with no pre-negotiated SLAs. Hours shall be as set forth in the Order Form.
Application Health Check	Ideal for: • Diagnosing performance issues • Determining how to scale easily and successfully • Fixing workflow and usability issues • Learning the best-practice approach to common Logi application designs Additional Information: • Delivery Timeframe: 1 week • Discovery Session: 1-2 days on site • Diagnosis & Recommendations: 3-4 days off site • Solution Review: Presented at the end of the week • Travel and expenses are included • Final deliverables include recommended solutions, step-by-step instructions on how to apply each solution, and detailed documentation and mockups
Project Blueprint	The Project Blueprint provides a best-practice approach for your Logi Info implementation. A Logi Solutions Architect will lead your team through a requirements gathering process over the course of 2 to 3 days, working with both your business stakeholders and your engineering organizations to capture market and technical requirements, priorities, and constraints for the project. The Project Blueprint delivers a best-practice project framework for your implementation.
Basic Enablement Package	Onboarding support • 5 seats Access to Learning Management System and Product training • 40 hours Enablement hours with a Logi Expert
Standard Enablement Package	Onboarding support • 10 seats Access to Learning Management System and Product training • 80 hours Enablement hours with a Logi Expert
Advanced Enablement Package	Onboarding support • 5 seats Access to Learning Management System and Product training • 160 hours Enablement hours with a Logi Expert

[1] **Cooperation.** Customer acknowledges that the Professional Services may be performed in cooperation with Customer personnel. Customer will furnish to Logi Analytics 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.

Expiration. The Professional Services must be used within (i) one (1) year from the applicable Order Form effective date, or (ii) the Subscription Term set forth in the applicable Order Form, whichever is shorter (the "Professional Services Term"). If Customer does not use the Professional Services within the Professional Services Term, such Professional Services shall expire and Customer shall not be entitled to a refund of the Professional Services fee.

Rescheduling. In the event Customer reschedules the Professional Services within the thirty (30) day period prior to the estimated start date, Customer agrees to pay Logi Analytics an additional amount equal to fifteen percent (15%) of the list price of the Professional Services purchased.