INSIGHTSOFTWARE PROFESSIONAL SERVICES OFFERINGS
FOR POWER ON SOFTWARE

PROFESSIONAL SERVICES OFFERING[1]	DESCRIPTION

Recurring Services Package	Up to 60 hours per year to be used for onboarding, upgrades, coaching, advisory, assistance and related coordination.
	
	These services are remote professional services provided by insightsoftware consultants. By way of example, the hours can be used for the following types of services:
	
	Year One
	
	Onboarding Services
	• Project management / coordination to support the activities below
	• Onboarding project plan
	• Regular report on hours used
	• Installation, infrastructure and technical assistance as described below
	
	Installation, Infrastructure and Technical Assistance
	• Assist Customer with initial installation and configuration of application
	• Assist Customer with subsequent installation and configuration of application
	• Report migration between workspaces - update data sources, connection strings, prepare reports
	
	Additional Functional Enablement and Consulting
	• Customer dedicated training/coaching
	• Best practices discussions
	• Write back application design consulting:
	  o Review of proposed write back applications
	  o Assessment of existing write back applications
	• Migration of proof of concept that may have been developed as part of sales process to Customer environment
	
	Subsequent Years
	
	Installation, Upgrades and Technical Assistance
	• Assist Customer with Power On upgrades when available and further environment installations when required
	• Report migration between workspaces - update data sources, connection strings, prepare reports
	
	Additional Enablement & Consulting
	• Customer dedicated training/coaching
	• Best practices discussions
	• Provide guidance with new project features
	• Write back application design consulting:
	  o Review of proposed write back applications
	  o Assessment of existing write back applications
	
	The number of hours must be consumed during the annual period and will not be carried over to a subsequent period. Additional hours can be purchased at standard rates. The hours will be mutually scheduled in advance. Once mutually scheduled, hours that are cancelled by the Customer with less than 48 hours prior written notice to insightsoftware will be forfeited. The initial term is as set forth in the Order Form and shall automatically renew for an additional twelve (12) months annually, unless either party sends written notice of termination at least sixty (60) days prior to the end of the then-current term. insightsoftware reserves the right to modify the fees annually by providing Customer at least sixty (60) days written notice and will provide the then-current pricing for the upcoming annual period, as applicable.

[1] **Cooperation.** Customer acknowledges that the 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 services.

Expiration. The services must be used within one year from the applicable Order Form effective date or the term set forth in the applicable Order Form, whichever is shorter. If the Customer does not use the services within such period, the services shall expire and Customer shall not be entitled to a refund.