INSIGHTSOFTWARE PROFESSIONAL SERVICES OFFERINGS FOR VIZLIB SOFTWARE

PROFESSIONAL SERVICES OFFERING[1]	DESCRIPTION ENABLEMENT SERVICES FOR VIZLIB – LARGE (AVAILABLE ONLY WHEN VIZLIB COLLABORATION IS PURCHASED)

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:
	
	Year One - Annual Professional Services Hours
	
	Onboarding services
	• Project management / coordination / preparation & research time to support the activities below onboarding plan ("Project Plan")
	• Installation, infrastructure, and technical assistance as described below:
	
	Installation, Infrastructure and Technical Assistance
	• For customers with Vizlib Server for Collaboration or Finance: Assist customer with initial installation and configuration of application.
	• Assist customer with subsequent installation and configuration of application.
	• Provide guidance/best practices for performance optimization.
	
	Hours can be used for additional Functional Enablement and Consulting
	• Customer dedicated training/coaching
	• Best practices discussions
	• Write-back application design consulting:
	  ◦ Review of proposed write-back applications
	  ◦ Assessment of existing write-back applications
	• Prototype development (this may require additional scoping, fees, and review of application specifications before proceeding)
	
	Subsequent Years - Annual Professional Services Hours
	
	Installation, Upgrades and Technical Assistance
	• Assist Customer with Vizlib Collaboration upgrades when available and further environment installations 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.

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.

PROFESSIONAL SERVICES OFFERING[1]	DESCRIPTION ENABLEMENT SERVICES FOR VIZLIB - MEDIUM
Recurring Services Package	**Offering Name: Enablement Services** - up to **10** 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: **Year One - Annual Professional Services Hours** *Onboarding services* • Project management / coordination / preparation & research time to support the activities below onboarding plan ("Project Plan") • Installation, infrastructure, and technical assistance as described below. *Installation., Infrastructure and Technical Assistance* • For customers with Vizlib Server for Collaboration or Finance: Assist customer with initial installation and configuration of application. • Assist customer with subsequent installation and configuration of application. • Provide guidance/best practices for performance optimization. *Hours can be used for additional Functional Enablement and Consulting* • Customer dedicated training/coaching • Best practices discussions • Prototype development (this may require additional scoping, fees, and review of application specifications before proceeding) **Subsequent Years - Annual Professional Services Hours** *Installation, Upgrades and Technical Assistance* • Assist customer with Vizlib Server upgrades when available and further environment installations when required. *Additional Enablement & Consulting* • Customer dedicated training/coaching • Provide guidance with new product features • Best practices discussions, for visuals and for 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.

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.

PROFESSIONAL SERVICES OFFERING[1]	DESCRIPTION ENABLEMENT SERVICES FOR VIZLIB - SMALL
Recurring Services Package	**Offering Name: Enablement Services** - up to **4** 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. By way of example, the hours can be used for the following types of services: **Year One - Annual Professional Services Hours** *Onboarding services* • Project management / coordination / preparation & research time to support the activities below 1 hour enablement session with a Vizlib consultant delivering training demonstration of the Vizlib product purchased with a Q&A session. *Time remaining can be used for additional Functional Enablement and Consulting* • Customer dedicated training/coaching • Best practices discussions **Subsequent Years - Annual Professional Services Hours** *Additional Enablement & Consulting* • Customer dedicated training/coaching • Provide guidance with new product features • Best practices discussions, for visuals and for 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.

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.