INSIGHTSOFTWARE PROFESSIONAL SERVICES OFFERINGS
FOR LOGI SYMPHONY SOFTWARE AND DUNDAS SOFTWARE

Enablement Package – New Customer - *Essential*

PROFESSIONAL SERVICES OFFERING[1]	DESCRIPTION

Recurring Customer Enablement Services Package	**Year One**
	24 remote professional services hours with a Logi expert to cover the following types of services:
	
	Project Organization
	• Project management
	• Provide project plan / task list that includes a list of key project activities, assigned resource(s) and target completion dates ("Project Plan")
	• Establish a regular cadence for project status meetings
	• Additional project supporting materials, including key documentation and project status reports
	
	Installation
	• Assist Customer with initial installation of application (Customer responsible for deployment to Customer's production environment)
	
	Training & Enablement
	• 2 seats of online self-paced product training
	• Consultant-led enablement as agreed upon in the Project Plan, covering the following topics:
	  • Configuration
	  • Infrastructure and deployment
	  • Data models
	  • SSO and tenancy
	  • Embedding
	  • Customizations
	
	Additional Functional Enablement & Consulting
	• Best practices discussions
	• Report and dashboard design consulting:
	  • Review of proposed reports and dashboards
	  • Assessment of existing reports and dashboards
	• Report and dashboard creation
	
	Subsequent Years
	24 remote professional services hours per year with a Logi expert to cover the following types of services:
	
	Installation and Upgrades
	• Assist Customer with Logi Analytics upgrades when available
	
	Training & Enablement
	• 2 seats of online self-paced product training
	
	Additional Enablement & Consulting
	• Best practices discussions
	• Provide guidance with new project features
	• Report and dashboard design consulting:
	  • Review of proposed reports and dashboards
	  • Assessment of existing reports and dashboards
	
	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.

Enablement Package – New Customer - *Standard*

PROFESSIONAL SERVICES OFFERING[1]	DESCRIPTION

Recurring Customer Enablement Services Package	**Year One**
	40 remote professional services hours with a Logi expert to cover the following types of services:
	
	Project Organization
	• Project management
	• Provide project plan / task list that includes a list of key project activities, assigned resource(s) and target completion dates ("Project Plan")
	• Establish a regular cadence for project status meetings
	• Additional project supporting materials, including key documentation and project status reports
	
	Installation
	• Assist Customer with initial installation of application (Customer responsible for deployment to customer's production environment)
	
	Training & Enablement
	• 5 seats of online self-paced product training
	• Consultant-led enablement as agreed upon in the Project Plan, covering the following topics:
	  • Configuration
	  • Infrastructure and deployment
	  • Data models
	  • SSO and tenancy
	  • Embedding
	  • Customizations
	
	Additional Functional Enablement & Consulting
	• Best practices discussions
	• Report and dashboard design consulting:
	  • Review of proposed reports and dashboards
	  • Assessment of existing reports and dashboards
	• Report and dashboard creation
	
	Subsequent Years
	40 remote professional services hours per year with a Logi expert to cover the following types of services:
	
	Installation and Upgrades
	• Assist Customer with Logi Analytics upgrades when available
	
	Training & Enablement
	• 5 seats of online self-paced product training
	
	Additional Enablement & Consulting
	• Best practices discussions
	• Provide guidance with new project features
	• Report and dashboard design consulting:
	  • Review of proposed reports and dashboards
	  • Assessment of existing reports and dashboards
	
	Technical Account Manager – Each Year
	40 hours remote annual hours with a Logi Technical Consultant to cover the following types of services:
	• Works with Customer to identify Customer key implementation dates to address Customer technical needs at the appropriate project milestones.
	• Conducts technical onboarding meetings with key project stakeholders, e.g., CTO, Product Manager, Engineering Lead.
	• Assists customer with questions, common troubleshooting, and best technical practices related to the use of Logi products.
	• Schedules and conducts recurring technical status meetings with customer stakeholders as defined above, e.g., CTO, Product Manager, Engineering Lead.
	• Translates customer requirements and use cases to Customer Success Team
	• Advocates for customer with the Customer Success Team and insightsoftware internal technical teams

	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.

Enablement Package – New Customer - *Enterprise*

PROFESSIONAL SERVICES OFFERING[1]	DESCRIPTION

Recurring Customer Enablement Services Package	**Year One**
	60 remote professional services hours with a Logi expert to cover the following types of services:
	
	Project Organization
	• Project management
	• Provide project plan / task list that includes a list of key project activities, assigned resource(s) and target completion dates ("Project Plan")
	• Establish a regular cadence for project status meetings
	• Additional project supporting materials, including key documentation and project status reports
	
	Installation
	• Assist Customer with initial installation of application (Customer responsible for deployment to customer's production environment)
	
	Training & Enablement
	• 10 seats of online self-paced product training
	• Consultant-led enablement as agreed upon in the Project Plan, covering the following topics:
	  • Configuration
	  • Infrastructure and deployment
	  • Data models
	  • SSO and tenancy
	  • Embedding
	  • Customizations
	
	Additional Functional Enablement & Consulting
	• Best practices discussions
	• Report and dashboard design consulting:
	  • Review of proposed reports and dashboards
	  • Assessment of existing reports and dashboards
	• Report and dashboard creation
	
	Subsequent Years
	60 remote professional services hours per year with a Logi expert to cover the following types of services:
	
	Installation and Upgrades
	• Assist Customer with Logi Analytics upgrades when available
	
	Training & Enablement
	• 10 seats of online self-paced product training
	
	Additional Enablement & Consulting
	• Best practices discussions
	• Provide guidance with new project features
	• Report and dashboard design consulting:
	  • Review of proposed reports and dashboards
	  • Assessment of existing reports and dashboards
	
	Technical Account Manager – Each Year
	80 hours remote annual hours with a Logi Technical Consultant to cover the following types of services:
	• Works with Customer to identify Customer key implementation dates to address Customer technical needs at

	the appropriate project milestones. • Conducts technical onboarding meetings with key project stakeholders, e.g., CTO, Product Manager, Engineering Lead. • Assists Customer with questions, common troubleshooting, and best technical practices related to the use of Logi products. • Schedules and conducts recurring technical status meetings with Customer stakeholders as defined above, e.g., CTO, Product Manager, Engineering Lead. • Translates Customer requirements and use cases to insightsoftware Customer Success Team • Advocates for Customer with the insightsoftware Customer Success Team and insightsoftware internal technical teams 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.

Enablement Package – Existing Customer – *Essential*

PROFESSIONAL SERVICES OFFERING[1]	DESCRIPTION

Recurring Customer Enablement Services Packages	24 annual remote professional services hours with a Logi expert to cover the following types of services:
	
	Installation and Upgrades
	• Assist Customer with Logi Analytics upgrades when available
	
	Training & Enablement
	• 2 seats of online self-paced product training
	
	Additional Enablement & Consulting
	• Best practices discussions
	• Provide guidance with new project features
	• Report and dashboard design consulting:
	  • Review of proposed reports and dashboards
	  • Assessment of existing reports and dashboards
	
	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.

Enablement Package – Existing Customer – *Standard*

PROFESSIONAL SERVICES OFFERING[1]	DESCRIPTION
Recurring Customer Enablement Services Packages	40 annual remote professional services hours with a Logi expert to cover the following types of services: *Installation and Upgrades* • Assist Customer with Logi Analytics upgrades when available *Training & Enablement* • 5 seats of online self-paced product training *Additional Enablement & Consulting* • Best practices discussions • Provide guidance with new project features • Report and dashboard design consulting: • Review of proposed reports and dashboards

	• Assessment of existing reports and dashboards **Technical Account Manager – Each Year** 40 hours remote annual hours with a Logi Technical Consultant to cover the following types of services: • Works with Customer to identify Customer key implementation dates to address Customer technical needs at the appropriate project milestones. • Conducts technical onboarding meetings with key project stakeholders, e.g., CTO, Product Manager, Engineering Lead. • Assists Customer with questions, common troubleshooting, and best technical practices related to the use of Logi products. • Schedules and conducts recurring technical status meetings with Customer stakeholders as defined above, e.g., CTO, Product Manager, Engineering Lead. • Translates Customer requirements and use cases to insightsoftware Customer Success Team • Advocates for Customer with the insightsoftware Customer Success Team and insightsoftware internal technical teams 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.

Enablement Package – Existing Customer - *Enterprise*

PROFESSIONAL SERVICES OFFERING[1]	DESCRIPTION

Recurring Customer Enablement Services Packages	60 annual remote professional services hours with a Logi expert to cover the following types of services:
	
	Installation and Upgrades
	• Assist Customer with Logi Analytics upgrades when available
	
	Training & Enablement
	• 10 seats of online self-paced product training
	
	Additional Enablement & Consulting
	• Best practices discussions
	• Provide guidance with new project features
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	80 hours remote annual hours with a Logi Technical Consultant to cover the following types of services:
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[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.