

Services

Revenera Professional Services will provide initial onboarding training (“Onboarding Training”) on a fixed fee basis, related to one or more of the Revenera product(s), hereinafter referred as the “Product”. The Product(s) for which the Onboarding Training is provided will be detailed in the applicable order document. The Onboarding Training will be provided only upon the initial purchase of one of the listed Products and will not be duplicated for any additional purchases thereafter. Any additional services required by the Customer may be procured separately to the Onboarding Training.

Revenera Products:

- FlexNet Operations
- FlexNet Operations with Licensing (FlexNet Embedded)
- FlexNet Operations with Licensing (FlexNet Publisher)

The Onboarding Training will consist of the following:

- Welcome Call
- Assessment Workshop
- Training Workshops
- Ask the Expert Monthly Check-ins
- Handover to Revenera Onboarding Specialist

The scope and deliverable(s) of each work stream are defined below.

Schedule for Delivery. The schedule for the delivery of the Onboarding Training will be agreed between the parties after Revenera has confirmed the order of the Onboarding Training but in any event Onboarding Training must commence within one (1) month and be completed within six (6) months of Customer purchasing the Product(s). The Welcome Call, Assessment Workshop, and Training Workshops should be completed within the first month. The Ask the Expert sessions would be from months 2-6. In month six the Handover to Revenera Onboarding Specialist will follow.

Services Descriptions

Executing

Welcome Call

Scope

Revenera will lead one (1) welcome call, lasting up to 30 minutes, to kick-off the engagement and agree with Customer on the schedule, agenda, and required personnel for the remainder of the Onboarding Training.

The schedule of the call will be mutually agreed between the parties.

Deliverable(s)

1. One (1) welcome call lasting up to thirty (30) minutes.

Assessment Workshop

Scope

Revenera will lead one (1) assessment workshop, lasting up to one and a half (1.5) hours, to confirm Customer's goals and requirements related to the Product(s) and assess Customer's current mode of operations ("CMO").

The schedule and agenda of the session will be mutually agreed between the parties.

Deliverable(s)

1. One (1) assessment session lasting up to one and a half (1.5) hours.
2. One (1) assessment session summary document including example implementation and suggested best practices.

Training Workshops

Scope

Revenera will lead training workshops relevant to the Product purchased and the example implementation presented in the assessment. Training workshops will be for up to ten (10) hours over 30 days covering FNO configuration, administration, troubleshooting, maintenance, and usage of the Product(s).

The schedule and agenda of the workshop will be mutually agreed between the parties.

Deliverable(s)

1. Training Workshops for up to ten (10) hours over 30 days.

Ask the Expert Monthly Check-ins

Scope

Revenera will lead up to five monthly (5) check-ins, lasting up to one (1) hour each, to assess the progress and adoption of the Product(s), provide general guidance and advice, and impart knowledge to Customer on the Products. Monthly check-ins will only be conducted once a month and will take place in months 2 - 6 following commencement of the Onboarding Training.

The schedule and agenda of the check-ins will be mutually agreed between the parties.

Deliverable(s)

1. Up to five (5) monthly check-ins lasting up to one (1) hour.

Handover to Revenera Onboarding Specialist

Scope

Revenera will lead one (1) handover to Revenera Onboarding Specialist meeting to review the deliverables of the project, confirm the objectives have been met, and introduce the Revenera Onboarding Specialist. The meeting will last up to 30 minutes.

The schedule and agenda of the session will be mutually agreed between the parties.

Deliverable(s)

The following will be delivered hereunder:

- One (1) handover to Revenera Onboarding Specialist lasting up to thirty (30) minutes.

Assumptions

The following assumptions apply. Modification to, or deviation from assumptions will impact either the cost, or duration, or both.

- Onboarding Training must commence within one (1) month and be completed within six (6) months of the Product license start date.

- Any Onboarding Training not used within six (6) months from the Product license start date, will be deemed forfeited.
- Onboarding Training will not be delivered if Customer terminates the Product licenses for any reason.
- Customer being able to meet its Customer Requirements in a timely manner.
- Increase in scope will require a change order and associated purchase order.
- Customer personnel have expertise, competencies, and skill set required to implement, configure, and maintain the Products.
- Onboarding Training will be delivered remotely.
- Documents will be based on templates from Revenera if specified as deliverable(s).
- In case of any Product performance issues, Customer will report these to Revenera's support function through the agreed channels.

Out of scope

It is agreed between Customer and Revenera that services not specifically outlined herein are not included. For the avoidance of doubt, inter alia, the following is not in scope:

- Installation, implementation, configuration, or customization of the Product(s).
- Software or system design, development, review, and testing.
- Operations, management, support and maintenance, or monitoring of the Product(s).
- Support or maintenance for any training materials provided, for instance, source code examples.
- Creation of documentation other than that outlined in this Services Description.
- Obligations covered under Revenera's Support Terms.

Customer responsibilities

Customer must ensure that certain prerequisites are met for the Onboarding Training to proceed, including (but not limited to) the following:

- Customer to identify business needs and prerequisites including description of Current Mode of Operations ("CMO") and Future Mode of Operations ("FMO").
- Customer to assure relevant personnel to attend agreed workshops and activities.
- Customer has the duty to cooperate to jointly achieve the business goals set for the project.

- Customer to provide approval and decisions in timely manner.
- Customer to provide technical resources and other subject matter experts as and when required.
- Customer is responsible for the ongoing administration and operation of the Product(s).
- Customer is responsible for documentation according to its internal policies.

Terms and conditions

The Services will be delivered in accordance with the terms and conditions set forth at <https://www.revera.com/legal/professional-services-terms-conditions>, unless the Customer has a mutually executed agreed with Revera covering professional services, in which case the executed agreement will prevail.