



Services Description

Revenera will provide initial onboarding services (“Onboarding Services”) on a fixed fee basis, related to one or more of the Revenera product(s), hereinafter referred as the “Products”. The Products for which the Onboarding Services are provided will be detailed in the applicable order document. The Onboarding Services 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 Customer may be procured separately to the Onboarding Services.

Revenera Products:

- FlexNet Operations,
- Licensing (FlexNet Embedded), and
- Licensing (FlexNet Publisher).

The Onboarding Services will consist of the following:

- 1: Work stream: Welcome Call
- 2: Work stream: Assessment Session
- 3: Work stream: Enablement and Orientation Workshop
- 4: Work stream: Handover Call
- 5: Work stream: Ask the Expert Session
- 6: Work stream: Monthly Check-ins

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

Schedule for Delivery. The schedule for the delivery of the Onboarding Services will be agreed between the parties after Revenera has confirmed the order of the Onboarding Services but in any event Onboarding Services must commence within one (1) month and be completed within six (6) months of Customer purchasing the Product(s). Work streams 1-4 inclusive should be completed within the first month, and work streams 5-6 should take place in months 2-6 following commencement of the Onboarding Services.



Work stream: 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 Services.

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

Deliverable(s)

- Up to one (1) welcome call lasting up to thirty (30) minutes

Work stream: Assessment Session

Scope

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

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

Deliverable(s)

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

Work stream: Enablement and Orientation Workshop

Scope

Revenera will lead up to one (1) enablement and orientation workshop, lasting up to ten (10) hours, to provide basic enablement and orientation on the configuration, administration, troubleshooting, maintenance, and usage of the Product(s). The workshop will be delivered as a series of virtual sessions lasting in total to a maximum of ten (10) hours.

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



Deliverable(s)

- Up to one (1) enablement and orientation workshop lasting up to ten (10) hours

Work stream: Handover Call

Scope

Revenera will lead up to one (1) handover call, lasting up to thirty (30) minutes, to review the deliverables of Onboarding Services. Revenera will check with Customer that they have received all documentation that Revenera had previously agreed to provide during the previous sessions.

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

Deliverable(s)

- Up to one (1) handover call lasting up to thirty (30) minutes.

Work stream: Ask the Expert Session

Scope

Revenera will lead up to one (1) ask the expert session, lasting up to one (1) hour, to address questions related to the implementation, configuration, administration, troubleshooting, maintenance, and usage of the Product(s).

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

Deliverable(s)

The following will be delivered hereunder:

- Up to one (1) ask the expert session lasting up to one (1) hour.

Work stream: Monthly Check-ins

Scope

Revenera will lead up to five monthly (5) check-ins, lasting up to one (1) hour each, to (i) assess the progress and adoption of the Product(s), (ii) provide general guidance and advice, and (iii) 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 Services.

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



Deliverable(s)

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

Assumptions

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

- Onboarding Services must commence within one (1) month and be completed within six (6) months of the Product license start date
- Any Onboarding Services not used within six (6) months from the Product license start date, will be deemed forfeited.
- Onboarding Services 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.
- Increases 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 Services will be delivered remotely
- Documents will be based on templates from Reverera if specified as deliverable(s)
- In case of any Product performance issues, Customer will report these to Reverera's support function through the agreed channels

Out of scope

It is agreed between Customer and Reverera 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 Reverera's Support Terms

Customer responsibilities

Customer must ensure that certain prerequisites are met for the Onboarding Services 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 share corporate vision, values, and objectives
- Customer to define sales channel, product offering, and market climate
- Customer to articulate technology stack, compliance strategy and primary licensing use cases
- Customer to assure relevant personnel to attend agreed work streams
- 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 to provide approval and decisions in timely manner.
- 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 Reverera covering professional services, in which case the executed agreement will prevail.