

# Implementation Service Description – Self-Service Onboarding

This Implementation Service Description or Statement of Work (“SOW”) applies to Customers that have purchased the Self-Service Onboarding implementation service. This SOW forms an integral part of the Agreement and capitalized terms used but not defined in this SOW are as defined in the Agreement between Customer and EQS Group. In the event of any conflict between this SOW and the Agreement, the SOW will prevail. Capitalized terms used in this SOW and not otherwise defined, are defined in the Agreement.

## 1. Objective

The purpose of this SOW is to comprehensively outline the Services that EQS Group will provide in the self-service onboarding, including a structured, self-paced learning approach with limited expert guidance for Customer configuration.

## 2. Project Scope

The Professional Services have a pre-defined scope consisting of:

- 2.1. Kick-off and set-up
  - 2.1.1. EQS Group will provide a Kick-off email to Customer with access to the configurator.
  - 2.1.2. EQS Group will introduce Customer to the EQS Knowledge Base for self-guided learning.
  - 2.1.3. EQS Group will provide a step-by-step guideline to support Customer through the setup process.
- 2.2. Self-Learning & Q&A:
  - 2.2.1. EQS Group will provide full access to documentation, guides, and video tutorials
  - 2.2.2. Up to three (3) one-hour Q&A sessions with an expert consultant per module to support technical and configuration-related questions
- 2.3. Configuration & Training:
  - 2.3.1. Customer completes system configuration independently
  - 2.3.2. Customer providing internal team training using provided materials
- 2.4. Go-Live & Post-Support:
  - 2.4.1. Internal go-live communication by Customer
  - 2.4.2. EQS Group will introduce Customer to Support Help Center for post go-live support

## 3. Activities and Output

- 3.1. The Self-Service Implementation Package follows a hands-on approach, meaning that Customer’s administrators are responsible for configuring and implementing the solution. It is important that Customer designates resources with the competence and bandwidth to manage configuration, administration, and internal training.

- 3.2. The timeline for completion of the implementation will vary but is typically 2-4 weeks from the kick-off date, depending on the products being implemented.
- 3.3. EQS recommends that Q&A sessions be scheduled as needed and spread throughout the implementation timeline. EQS will make reasonable efforts to accommodate expedited timelines on request but cannot guarantee support for an expedited timeline.
- 3.4. Customer will be responsible for completing implementation tasks to configure the EQS modules. Successful implementation depends on the Customer's active engagement with self-service materials and Q&A sessions.
- 3.5. It is critical that Customer reviews the training and enablement materials on the support portal before Q&A sessions to maximize their effectiveness.

## **4. Customer Responsibilities**

The Customer undertakes to cooperate unreservedly and in good faith with EQS Group and in particular regarding the deadlines and conditions agreed between the parties. As a central requirement under this SOW, Customer shall

- 4.1. Review user guides, webinars, and other training materials before engaging in Q&A sessions.
- 4.2. Participate in the kick-off process with appropriate resources.
- 4.3. Attend and engage in scheduled Q&A sessions.
- 4.4. Complete all configuration tasks within the implementation timeline.
- 4.5. Train internal end users and manage the rollout of the solution.

In case Customer does not fulfil these obligations in reasonable time or quality, EQS Group shall not be responsible for any delay and costs regarding the affected Professional Services to be delivered by EQS Group. Waiting times of EQS Group's consultants, which are caused by Customer not meeting its obligation under this SOW will be invoiced to Customer based on EQS Group standard daily rates. EQS Group shall be entitled to send its consultants to other customers in case of significant delays caused by Customer.

## **5. Assumptions**

The Scope of the Professional Services provided under this SOW and relating fixed fee arrangement are subject to the assumptions below (the "Assumptions"). Deviations from these Assumptions may lead to changes in the timeline and increases in the price.

- 5.1. Alignment of all configurations and process workflows within the Cloud Services based on laws, regulations, and/or Customer policies are the responsibility of Customer. Configuration decisions are the responsibility of Customer. Professional Services, materials, or information provided by EQS Group are not intended, and should not be taken, as legal advice, and EQS Professional Services, materials, and information do not guarantee compliance with applicable laws and regulations.
- 5.2. Customer and EQS Group work closely to ensure the SOW scope remains consistent, and any changes will be managed through a change control process. Delays or deviations caused by acts or omissions within the reasonable control of Customer may result in EQS resource reassignment or additional costs.

- 5.3. If Customer places the Professional Services on hold for any reason, the same Professional Services personnel may not be available when Customer is ready to resume.
- 5.4. The scope of this SOW excludes any Professional Services or activities not expressly set forth herein.
- 5.5. Load testing, stress testing, penetration testing, and volume testing are not planned as part of this SOW and are not permitted in Customer's Environment(s) hosting the Cloud Services. Such testing or any other testing conducted by Customer shall be done in a designated testing environment and pursuant to mutual written agreement of the Parties.
- 5.6. The Professional Services Fixed Fee does not include travel. Any required on-site travel will be mutually agreed in advance between Customer and EQS Group and will be billed to Customer.
- 5.7. Upon completion of the Professional Services outlined in this SOW, EQS Group Consultant conducts a transition of Customer to the EQS Support, who will provide Support. Such provision of Support is outside the scope of this SOW.
- 5.8. If Customer has purchased a sandbox environment, any re-creation or duplication of configuration, or migration of data from the sandbox environment to the production environment is Customer's responsibility.
- 5.9. Customer provides all required information in EQS Group's specified format.
- 5.10. Customer responsible for providing and configuring any required translations.
- 5.11. Customer is responsible for hands-on configuration.
- 5.12. Migration of historical data into EQS Cloud Services is not included.
- 5.13. Support for any integration with third-party systems is not included.
- 5.14. All work will be performed in the production environment

## **6. Term**

The Professional Services described herein expire three (3) months after the Start Date set out in the Agreement ("SOW Term"). If Customer's subscription to the applicable Cloud Services expires or is terminated before the end of the SOW Term, this SOW will automatically terminate, and EQS Group will have no obligation to deliver the Professional Services described herein. No refunds will be provided.

## **7. Payment Terms**

- 1.1. All Professional Services outlined in this SOW shall be performed on a fixed fee basis as set out in the Agreement ("Total Price"), excluding travel and expenses.
- 1.2. Fees shall be billed in advance upon execution of the Agreement and shall be payable net fourteen (14) calendar days from the date of EQS Group's invoices.