

Statement of Work – RESIDENT CONSULTANT

This Statement of Work (“SoW”) is made and entered as of the (“Effective Date”) pursuant to Master Service Agreement between the Nextthink entity noted on the Order Form, (hereinafter “Nextthink”) and the Customer entity noted on the Order Form (hereinafter “CUSTOMER”) and describes the services to be performed by Nextthink as set out in this SoW.

1 DESCRIPTION OF SERVICES

During the Term, Nextthink will provide a remotely based Resident Consultant (“RC”) for up to forty (40) hours per week (M-F).

Responsibilities

The RC responsibilities include:

- Build and deliver product expertise related to dashboards, investigations, remote actions & campaigns
- Provide insights to facilitate the identification of new use-cases
- Act as the primary technical advisor and provide best practice guidance on
 - Security, roles & privileges, privacy and data management
 - Architecture and design
 - Nextthink data model
 - Remote action development
 - Campaign design and execution
- Digital Experience Score Analysis
- Deliver training when required to CUSTOMER resources
- Act as the primary technical contact lead within Nextthink to facilitate access to wider technical teams for collaboration on technical discussions
- Facilitate and attend regular review meetings

Engagement Structure

The Nextthink RC is structured as a 12-month engagement.

At the commencement of the engagement the Resident Consultant will work with you to agree the engagement plan and define the initial and long-term priorities. Within the engagement plan a regular project review meeting will be scheduled to adjust priorities as required.

2 TIMELINE

SOW has a time frame of twelve (12) months, and the scope needs to be completed within this time frame.

3 ASSUMPTIONS

- a) Nextthink will not convert data from other systems (i.e. legacy systems).
- b) CUSTOMER is responsible for the integrity of any data from systems other than the Nextthink Platform
- c) All testing on the integrated system will be the responsibility of the CUSTOMER.

4 RESOURCE MANAGEMENT

Nextthink may replace or re-assign its personnel during the project upon notification to CUSTOMER.

5 DELIVERY LOCATION

The RC services will be delivered remotely, unless otherwise agreed in advance in writing between both parties.

6 EFFECTIVE PERIOD OF THIS SOW

This SOW is valid only if the services start within thirty (30) days after the Effective Date (“Service Start Date”). If Services do not start prior to the Service Start Date, then Nextthink has the option of changing the prices provided for this service.

SOW shall be completed within twelve months (12) months per the Terms and Conditions set forth in the Order Form.

7 CHANGE REQUESTS

Any requirement(s) or deviations from the services described herein within will be considered outside of the scope and must be procured on a separate SOW that may result in additional cost and/or modified term.

8 RESCHEDULING POLICY

Nextthink requires at least fifteen (15) days prior written notice to cancel or reschedule service dates that have been scheduled by CUSTOMER. For scheduled service days that are canceled or rescheduled by CUSTOMER with fewer than ten (10) business days prior written notice, CUSTOMER may be charged and pay for the canceled/rescheduled service days if Nextthink is not able to reassign the personnel to another project. For the purposes of this Section, email to the Nextthink Engagement Manager will be sufficient as written notice. Nextthink shall not be responsible for delays, due to the lack of access, facilities, cooperation, or information requested by Nextthink or changes to the approach or services described in this SOW.