

Statement of Work – ACCELERATE EXPERT

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

1 DESCRIPTION OF SERVICES

At a high level, Nexthink Accelerate Expert encompasses **four** areas of activities:

- **Trusted Guidance:** Consults your team on how to provide maximum benefits of the Nexthink Platform.
- **Content Expert:** Builds content in your platform which includes but not limited to (Remote Actions, Live Dashboards, Flows and Campaigns)
- **Actionable Insights:** Conducting analytics on the Nexthink data and scores to identify areas of focus and provide actionable insights.
- **Requests:** Development of use-cases or strategic automations.

The Accelerate Expert will schedule regular cadence workshops and review meetings as forums for providing advice and guidance as well as setting and reviewing engagement priorities.

As an embedded member of the team, the Accelerate Expert will work 8 hours per week both remotely and optionally onsite as needed subject to additional travel & expenses which will be billed separately in arrears.

Regular cadence is provided through bi-monthly trending reports and focused analytics allowing you to transform your experience data into actionable insights.

2 TIMELINE

The Accelerate Expert service lasts for the duration of the contracted period.

3 ASSUMPTIONS

- a) Nexthink 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 Nexthink Platform
- c) All testing on the integrated system will be the responsibility of the CUSTOMER.

4 RESOURCE MANAGEMENT

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

5 DELIVERY LOCATION

The Accelerate Expert 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 Nexthink has the option of changing the prices provided for this service.

SOW shall be completed as 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

Nexthink 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 Nexthink is not able to reassign the personnel to another project. For the purposes of this Section, email to the Nexthink Engagement Manager will be sufficient as written notice. Nexthink shall not be responsible for delays, due to the lack of access, facilities, cooperation, or information requested by Nexthink or changes to the approach or services described in this SOW.