

## Statement of Work – INFINITY FOUNDATION EXTENDED – V1.6

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 (hereinafter “CUSTOMER”) noted on the Order Form and describes the services to be performed by Nexthink as set out in this SOW.

### 1 PROJECT OVERVIEW

Nexthink utilizes an implementation validated, time proven Value Framework Methodology to assist Nexthink adopters a successful implementation of the Nexthink Platform. The Nexthink Infinity Foundation Basic Statement of Work, (SOW) described herein is delivered across four distinct phases:

#### **Plan & Onboard**

Assist CUSTOMER in preparation activities for kick-off and governance in relation to the future project phases. This phase defines prerequisite activities required for a successful implementation.

#### **Configure**

Assist CUSTOMER with the essential installation and configuration activities required for the successful completion of all subsequent tasks and deliverables outlined in this Statement of Work.

#### **Build**

Assist CUSTOMER with the initial development of the Nexthink platform, focusing on key product features, within the scope of the Nexthink base license.

#### **Enable & Go-Live**

Training and enablement of the CUSTOMER on the core product features. Assist CUSTOMER in developing the operational Nexthink team.

#### **Hypercare**

provide an intensive of go-live and post go-live support and advice related to help you maximize value and adoption.

### 2 PLAN & ONBOARD

Activities during this phase of the project include but may not be limited to the following:

- Project Kick-off Meeting: Nexthink will conduct a kick-off meeting which will cover the following topics:
  - Scope of project deliverables
  - Pre-requisites to implementation and project success
  - Definition and agreement of Value Solution
  - Governance & Cadence
  - High-level project plan
- Technical Workshop Planning
- Prerequisite Nexthink online Learn courses
  - Validate Nexthink Learn access

**Project Governance**

- Up to Two (2) Project Status meetings

**Deliverables**

- Project Plan
- Governance Model

### 3 CONFIGURE

Activities during this phase include but not limited to the following:

**To be delivered via Technical Workshop(s):**

- Core Collector Management
- Configure IDP

**Data Enrichment Discussion and Configuration**

- App Ex Browser Extension Deployment
- Account Management
- Organization/Hierarchy Structure (Geo Location)
- Branding Customization
- Core Library Pack Installation:
  - “Getting Started: Landscape status”

**Project Governance**

- Up to Two (2) Project Status meetings

**Deliverables**

- Deployment configuration guide (hierarchy, entity...)

### 4 BUILD

Activities during this phase include but not limited to the following:

**Deployment of one (1) Value Solution:**

- A value solution is designed to showcase immediate value aligned to one of the six core value categories currently listed as the following for the purposes of this SOW:
  - Measure & Improve DEX
  - Proactive IT Management
  - Service Desk Efficiency
  - Accelerate Workplace Transformation
  - Cost-Efficient Digital Workplace
  - Sustainable IT
- Nexthink will utilize all the necessary Nexthink product features that CUSTOMER is licensed for in order to deliver a singular Value Solution.
  - Example Value Solutions are as follows but not limited to for the purposes of this SOW:
    - Software Asset Management
    - Device Landscape
    - L1 Support

- Agreement of the Value Solution will be made with the CUSTOMER and the Nexthink Engagement Manager as part of the Plan & Onboard phase.
- Deployment of up to two (2) Integrations utilizing the Nexthink Amplify product feature is included within the scope of this SOW. Chatbot integrations are not included within the scope of this SOW.
- The agreed-upon Value Solution is limited to a maximum of five (5) business days of effort. In the event of a risk overrun due to complexity or issues beyond Nexthink's control, the Nexthink Engagement Manager will notify CUSTOMER when three (3) business days of effort have been utilized. CUSTOMER will have the option to purchase additional Professional Service days, separate from this SOW, to support the Value Solution once the initial five (5) business days have been fully consumed.
- In the event CUSTOMER cannot identify or is not ready to select a Value Solution then Nexthink will deploy a range of default Nexthink Library Packs based on CUSTOMER business objectives. Scope is limited to five (5) business days of effort.
- Once the Value Solution has been delivered to CUSTOMER, any remaining effort allocated to this task will be considered complete.

**CUSTOMER may choose one (1) of the following two types of reports:**

**Option 1 - State Of the Nation Report**

- Report to showcase CUSTOMER adoption & utilization of the platform and highlight areas of success and opportunities for improvement.

**Option 2 - Analytics Report**

- An analytic based report based on specific CUSTOMER desired outcomes to showcase metrics to assist customer in DEX journey and highlighting potential quick wins.

**Project Governance**

- Up to Three (3) Project Status meetings
- Nexthink Technical Lead review

**Deliverables**

- One (1) Value Solution
- One (1) State of the Nation Report or One (1) Analytics Report

## 5 ENABLE & GO-LIVE

Activities during this phase include but not limited to the following:

**Training**

The training course « Getting Started with Nexthink» will be delivered online as part of this SOW.

The course is distributed over two Virtual Instructor-Led Training (VILT) sessions named “Understanding the Power of Nexthink” and “Unlocking Infinity content”. These virtual classroom sessions last one day each and are delivered back-to-back.

The course provides the foundational knowledge to more Advanced Nexthink courses that are available in our learning catalog.

**Headcount**

Five (5) seats are included in your Foundation package .

**Language**

The training course is delivered in English.

**Dates and times**

Sessions are delivered on business days from 9am to 5.30pm local time.

The course is run at regular intervals and the next available seats will be highlighted during your project's kick-off. Scheduling and sending invitations to participants is handled by Nexthink.

Other course options like another language, private sessions, or onsite training - are available but are not included in this package and carry additional costs.

**Transition to Operations Workshop**

The operations workshop provides enablement and best practices on how to successfully run a DEX practice. The workshop will include the review of the below:

- DEX Operations
- Value Tracker
- Maturity Model

**Project Governance**

- Up to four (4) Project Status meetings
- Project closure meeting

**Deliverables**

- DEX Operations best practices
- Customer Success Plan (Word/PowerPoint)
- Value Tracker (Spreadsheet)

## 6 HYPERCARE

Nexthink will work with Customer to define a mutually agreed to schedule to assist Customer in ongoing configuration and utilization of the Nexthink Platform.

Hypercare is an Advisory Service providing guidance and assistance to Customer in exclusively for the configuration and utilization of the Nexthink Platform. Services and activities include but may not be limited to:

- Architectural guidance
- Nexthink best practice considerations related to
  - Configuration
  - Accounts
  - Security guidance
  - Data management
- Nexthink-based content investigations
- Define additional use cases
- Development of Customer focused solutions & use cases related to Nexthink platform including:
  - Dashboards
  - Investigations
  - Metrics
  - Remote actions
  - Campaigns
- Instructor Led Training Sessions

The HyperCare service has a duration of three(3) months with a consumption of height (8) hours per week or a duration of six (6) months with a consumption of four (4) hours per week.

The HyperCare's duration starts from the mutually agreed Start Date which must be no later than ninety (90) days from the order date stated on the Order Form.

## 7 PROJECT ASSUMPTIONS

CUSTOMER acknowledges that CUSTOMER's participation and cooperation is critical for the success of the Project.

The following assumptions are based on Nexthink delivery experience, deviations from these assumptions may lead to commensurate changes in the timeline and fees, such changes to be set forth in a change order in accordance with the procedure outlined below.

### General

1. CUSTOMER will provide the required resources and ensure active participation to ensure the implementation is successful. This will include, without limitation, an executive decision-maker, project leadership and management, subject matter expert(s), process owner(s) and technical resource(s).
2. Nexthink resources will have remote access to CUSTOMER's Nexthink Platform throughout the duration of the project.
3. Nexthink will provide project status updates on the project via an agreed communication method with the CUSTOMER using activities checklist and consult the CUSTOMER team on Governance calls to ensure that the delivery objectives outlined in this SOW are met.
4. Once a deliverable has been completed said deliverable cannot be redelivered within the scope of this SOW.
5. Upon delivery of the Project Closure workshop this SOW is considered completed and the services engagement closed.

### Data & Integrations

1. Nexthink will not convert data from other systems (i.e. legacy systems).
2. CUSTOMER is responsible for the integrity of any data from systems other than the Nexthink Platform.
3. No integrations will be delivered as part of this SOW with the exception of configuration of Single Sign-On access via SAML, up to two (2) Amplify extensions, and optional configuration of the Nexthink Azure Data Enricher.

## 8 RESOURCES

### CUSTOMER Resources

ROLE	DESCRIPTION
Executive Sponsor	To effectively establish a DEX Operations team the Executive Sponsor will be required to attend the first workshop to set the mission and vision of the DEX Operations team, provide resource guidance and act as the escalation path.
Project/Program Manager	Owns the entire services engagement lifecycle from the CUSTOMER perspective from assignment through to successful delivery. Participates all project governance and scheduling activities
Process Owner(s)	Participates in process workshops, re-engineering, improvement and gap analysis of current/to-be processes with key stakeholders. Promotes continuous process improvement based on best practice expertise, and benchmarking against business relevant metrics.
Nexthink Administrator(s)	Participates in workshops focused on the technical engagement lifecycle; from initial assignments through to successful delivery. Will review all relevant project design documentation and participate in the technical handover at the conclusion of this SOW.

### Nexthink Resources

ROLE	DESCRIPTION
Engagement Manager	Owns the entire services engagement lifecycle; from assignment through to successful delivery.
Technical Lead (Design Authority)	Owns the technical engagement lifecycle; from initial assignment through to successful delivery. Responsible for complete technical design of solution involving other specialists and working with other groups as required e.g. product management. Will produce and maintain all relevant project design documentation.
Lead Delivery Consultant	Responsible for leading the delivery of all technical aspects of the technical engagement Guide implementation of the design by other Delivery Technical Consultants and Specialists in the team.

### Resource Management

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

## 9 DELIVERY LOCATION

Nexthink will provide the services from a remote location.

Nexthink Resources have the ability to deliver onsite where agreed prior with the Nexthink Engagement Manager but may be subject to chargeable Travel & Expenses which will be billed separately.

## 10 EFFECTIVE PERIOD OF THIS SOW

This SOW is valid only if the services start within ninety (90) days after the Effective Date (“**Project Start Date**”). If Services do not start within ninety (90) days of the Project Start Date Nexthink reserves the right to cancel this SOW unless there is a mutual agreement between Nexthink and CUSTOMER for the extended delay.

SOW shall be completed within six (6) months of the Project Start Date per the Terms and Conditions set forth in the Order Form.

## 11 FEES

In connection with the Services, CUSTOMER shall pay to Nexthink the professional service fees (“Fees”) as set forth in the applicable Order Form that was or will be entered into by and between the parties pursuant to the Agreement (the “Order”).

## 12 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.

## 13 SCHEDULING POLICY

A normal business day is defined as any eight (8) hour period between the hours of 8AM and 6PM, Monday through Friday local time and excludes holidays.

Nexthink requires at least five (5) days prior written notice to cancel or reschedule the Project Start Date that has been scheduled by CUSTOMER. For scheduled service days that are cancelled or rescheduled by CUSTOMER with fewer than five (5) business days without prior written notice, CUSTOMER will be charged for any travel expenses that cannot be cancelled or refunded. For the purposes of this Section, email to the Nexthink Project Manager will be sufficient as written notice. Nexthink personnel will perform the project remotely. 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.