

## Statement of Work – VDI MODULE SUPPORT

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

### 1 PROJECT OVERVIEW

The VDI Module Support package is designed to offer customers comprehensive deployment and configuration assistance, enhancing their Nextthink platform capabilities. This package enables connectivity to VDI connectors, allowing for the retrieval of topology data.

The VDI Module focuses on the After State monitoring the performance of the VDI environments.

### 2 SCOPE

VDI Connector support is currently limited to Citrix and Microsoft AVD only.

Activities for Citrix or Microsoft AVD are limited to the following:

- Project Kick-off Meeting: Nextthink will conduct a kick-off meeting which will cover the following topics:
  - Scope of project deliverables
  - Pre-requisites to implementation and project success
- Setup the connector on Citrix CVAD (on-premises), Citrix DaaS, or the equivalent on Microsoft AVD
- Deploy the collector to nominated virtual machines by adding the collector to the golden image with “Disable the Auto Update” option checked
- Configure Nextthink alerts, these will be real time alerts, every 30s to align with 30s aggregation period
- Deployment of a lightweight collector for non-corporate devices via a plugin (optional)
- Knowledge Transfer:
  - Collector deployment & configuration
  - VDI session overview and VDI session detail view walkthrough
  - Alert Configuration
- Project Closure

#### Project Governance

As the scope it limited to three (3) days of effort no status reporting or governance is required.

### 3 PROJECT ASSUMPTIONS

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

The following assumptions are based on Nextthink 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. Once a deliverable has been completed said deliverable cannot be redelivered within the scope of this SOW.
4. 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, two (2) Amplify extensions, and optional configuration of the Nexthink Azure Data Enricher.

## 4 RESOURCES

### CUSTOMER Resources

ROLE	DESCRIPTION
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.
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

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

## 5 DELIVERY LOCATION

Nextthink will provide the services from a remote location.

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

## 6 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 Nextthink reserves the right to cancel this SOW unless there is a mutual agreement between Nextthink 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.

## 7 FEES

In connection with the Services, CUSTOMER shall pay to Nextthink 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”).

## 8 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.

## 9 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.

Nextthink 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 Nextthink Project Manager will be sufficient as written notice. Nextthink personnel will perform the project remotely. 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.