

Statement of Works: Guided Launch

Detailed information on what's included with your Guided Launch Services

1. Background

The Client have selected edison365 as the technology solution to support the realization of their business requirements. The Client have also selected edison365 to provide management consulting support for the initial implementation of the edison365 software.

This Statement of Work details the deliverables, scope, and conditions associated with the execution of these services.

The execution of the services listed below is dependent upon the subscription purchased by the Client. Elements of software functionality are restricted to different subscription levels.

edison365 will only provide services that cover the subscription procured by the Client, and will not execute any works for the Client that pertain to functionality not available at the subscription level procured.

The execution of the services contained within the Statement of Work are bound by the conditions set out within the Master Services Agreement.

2. In Scope

2.1 edison365 installation

If the Client have opted for a full cloud-hosted SaaS solution, no installation is required. As such, section 2.1 may be discounted as it is not relevant.

If the Client have not opted for a full cloud-hosted SaaS solution, installation is required. As such, edison365 will execute the works detailed within section 2.1.

2.1.1 Pre-requisites Call

edison365 will meet via Microsoft Teams with the Client IT team to establish that all necessary technical pre-requisites are in place within the organization, so that edison365 may begin the actual technical installation of edison365.

edison365 will confirm the required permissions within this call that the Client must have in place in order to successfully execute the installation.

2.1.2 Technical Installation Call

edison365 will meet via Microsoft Teams with the Client IT team and work directly with technical experts to complete installation.

It is incumbent upon the Client to ensure this session is attended by people who have the required permissions to complete the technical installation.

Failure to complete the installation of the software may lead to implementation delays.

2.2 Preparation

2.2.1 Kickoff Session

edison365 will meet with the Client via Microsoft Teams to address the high-level delivery plan, cover key requirements, and begin gathering the necessary information to begin implementation.

edison365 will also conduct a brief maturity assessment to baseline the requirements of the Client and to inform the rest of the implementation.

This will last no longer than one hour and will be delivered in a single meeting.

2.2.2 Orientation

The orientation session will be delivered via Microsoft Teams, and will introduce the Client to the edison365 solution. This includes a brief walkthrough of the user interface, admin settings, core functionality and capabilities.

This will last no longer than two hours and will be delivered in a single meeting.

2.3 Education

2.3.1 Reporting Workshop

edison365 will deliver reporting workshops via Microsoft Teams.

This will last no longer than two hours and will be delivered over a maximum of two meetings at two hours per meeting.

In this workshop, edison365 will assist the Client in the publication and scheduled refresh of the template edison365 Power BI report via the Power BI online service within the tenant of the Client.

edison365 will also provide basic guidance on the use of the Power BI report once it has been published to the Power BI online service. This includes;

- Navigation of the User Interface
- Interacting with visualizations

- Sharing the report
- Embedding the report within edison365
- Key insights from each report

It is incumbent upon the Client to ensure, prior to the session:

- There is a nominated person responsible for publishing and maintaining the report.
- This person is present for the Reporting Workshop.
- This person has access to the data sources queries within the Power BI report.
- This person has either;
 - Permission to create a new workspace within the Power BI online service, or;
 - Access to the target workspace where the report shall be published

2.4.2 Admin Training Session

edison365 will deliver feature-led training to the Client via Microsoft Teams on both the front and back end of the edison365 software. This includes the following:

- edison365 will deliver feature-led training to the Client via Microsoft Teams on both the front and back end of the edison365 software. This includes the following:
 - Front end
 - User interface
 - Creating a Record
 - Managing a Record
 - Interacting with news
 - Interacting with cards
 - Engaging with other users (likes, comments, votes)
 - Back end
 - How to create, edit and delete fields
 - How to create, edit and delete tables
 - How to create, edit and delete forms
 - How to create, edit and delete templates
 - How to create, edit and delete workflows
 - How to create, edit, and delete resources and resource reports

This will last no longer than two hours and will be delivered over a maximum of eight meetings at two hours per meeting.

This is timeboxed to **2 days**. If you require additional support, speak to your account manager about pricing and availability.

3 Out of Scope

The items listed below are specifically excluded from the scope of this engagement. Should the Client wish to include these in the defined scope following the initial agreement and commencements of the works, this will be raised as a formal Change Request (CR) via the Account Manager.

edison365 will manage each the Client change request, and where necessary propose additional costs arising from the variation.

- Integration to other systems
- Timesheet / individual progress collection
- Custom software development of the edison365 platform
- The installation of additional instances
- Data migration from, or to, other systems
- Microsoft Power BI training
- Publication and distribution of Microsoft Power BI reports
- Hosting of Microsoft Power BI reports
- Reporting developing using any tool other than Microsoft Power BI
- Connection to external (non-edison365) data sources for report development
- Strategic Innovation Management training
- Project Planning training
- Project Management training
- End user software training

3.1 Changes to Scope

Any changes to scope, deliverables or budget will be subject to a standard Change Request (CR) process. Each CR will be documented in a change log. The impact, risk, time and required cost of each CR will be estimated by edison365. This will be communicated to the Client via email.

Both edison365 and the Client must agree and accept the CR prior to the works commencing. Work on any CR will not begin until it is formally accepted in writing by the Client.