

# Statement of Works: e-Credits

How to use your e-Credits

## 1. Background

To provide the Client with flexibility and control over their work, the Client may purchase “e-Credits” from edison365 that can be allocated against a range of services that draw on both the experience of the edison365 and the wider edison365 expert community.

The Client may procure more e-Credits at any point. Discounted e-Credits are also included in some Client success packages.

This Statement of Work details the process through which e-Credits are purchased and allocated.

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

## 2. Process

It is incumbent upon the Client to adhere to the process outlined within the Statement of Works. This will ensure the execution of the services arising from the allocation of e-Credits is feasible, successful, and can deliver value for the Client.

Failure to comply with this process will result in delays to the work.

e-Credits are valid for one year, or the duration of the customer success contract - whichever is shortest. e-Credits not allocated during this time will be lost, and will not carry over.

A full list of available services can be found here.

### 2.1 Purchase

The Client must first purchase e-Credits in order to instruct edison365 to provide those services.

This can be done as a standalone purchase, or as part of their existing customer success work.

If the Client has purchased customer success services that include e-Credits, the Client account will be automatically credited from the day the contract commences.

If the Client wishes to purchase more e-Credits, they must speak to their Account Manager to specify the number of e-Credits required.

## 2.2 Instruction

The Client must formally instruct edison365 to allocate their e-Credits against the offered packages and to commence the works, based on their needs.

For customer success works, the Customer Success Manager will work with the Client to explore potential usage of e-Credits that aligns to the requirements of the Client.

## 2.3 Review

The consultant in charge will review the instruction. the edison365 team will validate the instruction to confirm:

- The Client has sufficient e-Credits remaining on their account to instruct this new work.
- The Client's instruction supports the satisfaction of their overall requirements and objectives
- The proposed services are right for the Client, and will add value, based on Client maturity, availability, team, and needs
- Availability of necessary internal resources

If the consultant in charge finds that the Client does not have enough e-Credits to carry out the work, the consultant will notify both the Client and the Account Manager to explore the purchase of more e-Credits.

## 2.4 Plan

If the review is completed successful and the consultant in charge agrees to proceed, they will propose a plan of execution to the Client. Here, the consultant will provide the Client with information on:

- Suggested timelines
- Requirements
- Dependencies
- Risks
- Assumptions
- Actions for edison365
- Actions for the Client

This proposal is shared with the Client.

No works will commence until the Client has formally accepted the plan in writing.

## 2.5 Acceptance

It is incumbent upon The Client to review the proposal put forward by the edison365, and provide their decision in a timely manner.

If the Client does not accept the proposal, the consultant will seek feedback on the plan and make adjustments accordingly, until an agreement is reached between the Client and edison365.

## 2.6 Allocation

If the Client does accept the proposal, the consultant in charge will update the Client record to deduct e-Credits from their account, log the date of decision, decision maker, and new token balance on the account following the deduction.