ProStrategy
Transform & Grow

STATEMENT OF WORK FOR

ProPM CUSTOMER SUCCESS & SUPPORT SERVICES

FOR <CUSTOMER NAME>

Issued by:

ProStrategy

Cork Office:	**Cork Road, Fermoy, Co. Cork**
Dublin Office:	**5 Orchard Business Centre, 2009 Orchard Avenue, Citywest Business Campus, Dublin 24**

Date:	**XX Nov 2022**

Contact	**xxxxxxxxxxxxxxxxxxxxxx**
Phone	**+353 8x xxxxxxxxxx**
Email	**xxxxxxxxxx@prostrategy.ie**

This document uses an ISO template as a basis for the document structure and mandatory content. Printed and locally copied files may become obsolete due to changes to the master document.

The most current and working version of this document can be found within the ISO folder of the SharePoint Project folder and by following the link.

DOCUMENT VERSION HISTORY

VERSION	DATE	UPDATED BY	COMMENTS
1.0	##/##/##	Name	First draft of document
1.1	##/##/##	Name	Minor update (what was changed? reference section).
2.0	##/##/##	Name	Change in first level indicates major change or release to customer for comments

DISTRIBUTION

NAME	ROLE	ACTION*	COMMENTS	DATE
Name	Project Sponsor	S		##/##/##
	Business Lead	FR		
		QA		
		I		

***S**= Sign Off, **FR**-Formal Review, **QA**-Quality Assurance, **I**-Information Only

TABLE OF CONTENTS

1   STATEMENT OF WORK APPROVAL

This signoff is a confirmation that the services described in this document and the associated fees are understood and approved by the Customer and that ProStrategy are authorised to invoice the fees as outlined in the Fees Section.

The supply of Services described in this document shall commence on the Effective Date specified in Effective Dates and Term Section and this Customer Success & Support Statement of Work (CSS SoW) shall continue for a fixed Term of 1 year unless otherwise specified in this CSS SoW.

Following expiry of the fixed Term, the supply of the Services and the Customer's obligation to pay Fees shall continue under this CSS SoW from year to year, or other agreed periods, until terminated by either PSC or the Customer.

PSC will endeavour to issue a renewal notice to the Customer at least 60 days prior to the expiry of the current Term, notifying the customer of the fees for the next Term.

The Customer will provide at least 45 days written notice prior to the expiry of the current Term to PSC to either:

(a)   Terminate this CSS SoW

(b)   Renew the CSS SoW, specifying any amendments.

Where the Customer fails to respond, then the CSS SoW will be deemed to be terminated by the Customer and the Services will cease.

1.1 PARTIES TO THIS STATEMENT OF WORK

Parties

1. PROSTRATEGY-COLMAN LIMITED, an Irish registered company (C.R.O. number 106508) whose registered address is at The Monastery, Cork Road, Fermoy, County Cork ("PSC").

2. [Customer Name], an Irish registered company whose registered address is at, [CUSTOMER ADDRESS] ("Customer").

1) This Customer Success & Support Statement of Work ("CSS SoW") and any additional work or deliverables arising from changes to the planned deliverables are subject to the General Terms of Business ("General Terms") as set out in the Customer Agreement signed between the Parties OR, in the absence of a signed Customer Agreement, as set out in the ProStrategy General Terms of Business available here => https://www.prostrategy.ie/terms-and-conditions/. Acceptance of this CSS SoW implies acceptance of the General Terms.

Furthermore, unless otherwise stated herein, the terms contained in this CSS SoW are in addition to the General Terms which shall also apply to this CSS SoW mutatis mutandis.

In the event of any conflict between this CSS SoW and the General Terms, the terms set out in this CSS SoW shall prevail. In the event of any conflict between any provision of this CSS SoW and any Software Provider Conditions or any Software Provider additional requirements and licence terms relating to the Software, the Software Provider Conditions and other Software Provider additional requirements and licence terms relating to the Software shall prevail.

The definitions and rules of interpretation specified in the General Terms shall apply in this CSS SoW unless otherwise specified in this CSS SoW in which event the definitions in this CSS SoW shall apply.

ON BEHALF OF CUSTOMER

Name		Date	
Title			

ON BEHALF OF PROSTRATEGY

Name		Date	
Title			

2   Services

This section describes the services that when combined:

a)   Provide support on the solutions implemented to specified target SLAs

b)   Assist the customer to maximise their return on their investment through guided continuous improvement.

2.1   Deliverables

The items listed below are deemed to be the agreed deliverables. Any alterations to the agreed deliverables will require the issue of a revised Customer Success & Support SoW.

	Service Description

1)	**ProStrategy Helpdesk & SLA Management**
	
	HelpDesk Services
	
	1. ProStrategy provides a permanently manned Helpdesk during standard office hours (9am to 5:30pm Monday to Friday excluding Irish Public Holidays).
	
	• The Helpdesk is staffed with technicians trained in the applications supported.
	
	• The Helpdesk will manage incidents raised on the ProStrategy case tracking application.
	
	• The customer can log an incident and specify the severity of the incident either via the Support Portal, by e-mail or by phone.
	
	SLA Management
	
	• ProStrategy will endeavour to provide support in line with the Response and Resolve SLAs set out in the **SLA Targets Section**
	
	• Where an escalation is required, the Helpdesk will manage the escalation and provide regular status updates to the customer.
	
	Reporting
	
	• ProStrategy will provide a monthly update showing the consumption of
	
	   o Support Incidents
	
	   o Technical Account Management usage
	
	   o Pre-Paid consulting services usage
	
	• On request, ProStrategy will provide SLA performance reports regarding Support Incidents.

	Service Description
2)	**Incident Management** Incident management will endeavour to restore a normal service operation within the SLAs to minimise impact on business operations • The Helpdesk will respond to logged incidents raised and manage those incidents to closure. • A support incident is defined as a single support issue and the reasonable effort needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate issues. If a problem consists of subordinate issues, each shall be considered a separate incident. • All user support incidents will be logged on the ProStrategy Case Management Tracking system. • Details of incident resolutions can be provided to the Customer by email if requested to show. o the steps taken, and findings from same, executed by the ProStrategy support team to resolve an incident. For the avoidance of doubt the incident management service is limited to the provision of support in relation to issues related to the operation of the in-scope applications. Other activities such as development, application enhancements, user or administrator training and vendor software support are not included. **Note:** The number of Support Incidents purchased is specified in the [Fees Section](#)

3)	**Technical Account Manager (TAM)**
	
	A named Technical Account Manager will be assigned who will
	
	• Be an experienced consultant with a mix of business and application knowledge
	
	• Develop and maintain a Continuous Improvement Plan (CIP) with the customer through agreed scheduled meetings that will
	
	    o Review current business challenges and requirements, advising on potential configurations / enhancements
	
	    o Provide progress reporting on actions from the previous meeting
	
	    o Agree which items are to be progressed and what budget is approved for that work
	
	Note: The number of TAM hours purchased is specified in the [Fees Section](#)

4)	**Pre-Purchased Service Days**

Service Description
- The provision of Pre-Purchased Service Days provides priority booking of Consulting and Development resources to deliver small build / Continuous Improvement work scoped and agreed between the customer and TAM   - The number of **Service Days** purchased is specified in the Fees Section   - If the budgeted Service Days are consumed additional days can be purchased by signing a ProStrategy Quote

2.2 Customer Application(s) in Scope for Incident Management:

a)   ProPM implemented and modified by ProStrategy according to Solution Design and [Customer Name] requirements

2.3 Effective Date and Term

a)   The Term of this Statement of Work will begin on the [DD.MM.YYYY] and will continue in effect for a period of 12 calendar months.

b)   All services covered by this agreement and any subsequent renewal must be consumed within the 12 months period.

2.4 Location of Services

a)   The Services are provided remotely as standard.

b)   On-site services can be provided by arrangement. These services will be billed separately and are additional to the costs provided in this SoW. Recommended minimum time for onsite visit is 4 hours Travel and out of pocket subsistence expenses will be charged as laid out in the Expense Policy Section

3   Customer responsibilities

In addition to the customer responsibilities stated in the Customer Agreement, the Customer needs to ensure the following:

a)   Log Support Incidents through one of the following methods:

    i)   E-mail: support@prostrategy.ie

    ii)   Customer Portal via enabled web access to nominated individuals

    iii) Through a call to **+353 1 588 3988**

b)   Ensure that all Support Incidents are logged via specified individuals who are trained in the use of the applications described in Applications in Scope Section.

c)   Co-operate and provide any assistance or information as may be required to the support engineers when and if required to further the incident management process

d)   Test thoroughly the software application and/or solution before it is operated in a live environment to ensure that it meets the requirements.

4 Service Level Targets

ProStrategy will endeavor to provide, but cannot guarantee, the following response and fix times based on the priority levels outlined in the table below.

Acknowledgement of an Incident (response time) is calculated from the time ProStrategy support personnel have assigned a recorded incident from the queue to status "In Progress", customer notification is issued at the same time.

Priority	Definition	Target Response	Response Service Level Criteria	Target Fix	Fix Service Level Criteria
1	EMERGENCY - Having major impact on Customer Business	1 hour	90%* of contacts acknowledged within 1 hour	4 hours	90%* resolved in 4 hours
2	HIGH - Having an immediate and material impact on Customer Business	2 hours	90%* of contacts acknowledged within 2 hours	1 day	90%* resolved in 1 day
3	MEDIUM - Inconvenient, but Customer business is not immediately impacted in a material way	4 hours	85% of contacts acknowledged within 2 hours	3 days	85%* resolved in 3 days
4	LOW - Requires fixing, but with no urgency	By arrangement	By arrangement	By arrangement	By arrangement
*Minimum of 10 incidents to apply the SLA					

5   Fees

Service Item	UOM	Fee (€)
CCS Management Services • Help desk Management. • SLA Management • Reporting	N/A	
Incident Management	XXX Incidents	
Technical Account Management	XXX Hours	
Pre-Purchased Service Days	XXX Hours	
Total Fee		*XX,000*

Note 1:

If at the end of the Initial Term, or of any Subsequent Term, as applicable, consumption has varied from the volumes stated in this SoW the following corrective actions are available.

- Both parties can agree to rebalance volumes where there is over and underutilisation across categories
- The Customer can purchase and consume additional incidents or service days at the rates detailed below:

Service Item	UOM	Fee (€)
Incident Management	10 Incidents	3,800*
Technical Account Management	Per Hours	180*
Pre-purchased Service Days	Per Hour	160*

* Fees shown are based on current rates. Future fees will be calculated at the prevailing rates at time of purchase.

- Payment terms are 30 days from the date of the invoice.

Note 2:

Where the volume of Incidents or Technical Account Management hours purchased varies from this CCS SOW in future periods, the invoices raised by PSC from time to time shall be evidence of the amendment to this CCS SoW.

Note 3:

If the Service Days budget is consumed additional hours can be purchased by signing a ProStrategy Quote which will specify the number of additional hours and the applicable hourly rate.

6 Expense Policy

Any staff travel and out of pocket subsistence expenses will be billed monthly and are additional the costs provided in this SoW.

All staff travel is calculated from the staff member's location.

- Planned travel and expenses should be approved in advance by the Customer to ensure they are required. Where on-site visits are planed with early starts or consecutive days of on-site meetings overnight hotels will be required. These will be pre-agreed with the Customer.

- Mileage rates will be charged at 70c per Kilometre.

- If requested receipts will accompany expense claims.

7   Definitions

Outlined below are terms that may be used in this Statement of Work or may be used in other ProStrategy's engagements with the Customer.

PHRASE/ACRONYMN	DEFINITION
CSS SOW	Customer Success & Support Statement of Work – a document outlining the proposed approach for undertaking the work requested. This document will include plans, responsibilities, and budget. Approval of the document is required by the Project Sponsor before moving to the next project phase.
ISO	International Organisation for Standardisation
Objectives	The project objectives are the business goals that the Customer wants the project to accomplish
Risk	An uncertain event or condition that, if it occurs, influences at least one project objective. Risks are captured and monitored in a RAID log (Risk, Action, Issue, Decisions) by the Project Manager.
Schedule	A mechanism to communicate the tasks that need to get done, the resources that will be allocated, and an established timeframe. Often referred to as the Project Plan. This is produced by the Project Manager and tracked throughout the project.
Scope	The work performed to deliver a product, service, or result with specified features and functions.
UAT	User Acceptance Testing

ProStrategy
Transform & Grow

Thank you.

For more information on ProStrategy

Contact us

by getting in touch via our website:
www.prostrategy.ie