

CSIT SERVICES (CUSTOMER SUCCESS, IMPLEMENTATION & TRAINING SERVICES)

NEW CUSTOMER - CSIT STANDARD

Unless stated otherwise in the Subscription Order Form, the Charges include the following CSIT Services.

Cutover will assign a named (but non-dedicated) Customer Success Manager (“CSM”) to support Customer with the following activities:

- (a) **Training:** Core stakeholder and power-user onboarding and training, in the form of **three (3)** training sessions in the first ninety (90) days of the Order Form Term.
- (b) **Enablement and Best Practice Guidance:** Access to Cutover enablement video and reference guides. Support with initial set up of instance workspaces and User access.
- (c) **Runbook Onboarding:** Support and guidance in the process of creating up to **three (3)** starter runbooks, as well as configuration of an initial set of custom fields in the first ninety (90) days of the Order Form Term.
- (d) **Bi-annual Business Reviews:** Action on Adoption, Expansion & Retention of the Platform based on Customer business objectives and issues, including:
 - (i) advice and action to drive rapid adoption of the Platform for initial use case adoption across client accounts;
 - (ii) advice and action to increase value for Users; and
 - (iii) advice and action to search for, find and secure new use case needs.
- (e) **Bi-annual Operational Review:** Assistance with the Platform adoption in the form of:
 - (i) walkthrough of relevant runbook template(s);
 - (ii) visibility of features and solutions included in Cutover’s product roadmap (subject to certain conditions);
 - (iii) usage monitoring and standard Cutover reporting on a periodic basis.
- (f) **Check-Ins:** During the first ninety (90) days of the Order Form Term, check-ins with your core stakeholder team, to progress ongoing activities, discuss best practices for use case(s), and continue to provide and build on technology guidance.

(CSIT-STND-FEB24)

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Cutover will assign a named (but non-dedicated) Customer Success Manager (“CSM”) to support Customer with the following activities:

- (a) **Enablement and Best Practice Guidance:** Access to Cutover enablement video and reference guides. Support with initial set up of instance workspaces and User access.
- (b) **Bi-annual Business Reviews:** Action on Adoption, Expansion & Retention of the Platform based on Customer business objectives and issues, including:
 - (i) advice and action to drive rapid adoption of the Platform for initial use case adoption across client accounts;
 - (ii) advice and action to increase value for Users; and
 - (iii) advice and action to search for, find and secure new use case needs.
- (c) **Bi-annual Operational Review:** Assistance with the Platform adoption in the form of:
 - (i) walkthrough of relevant runbook template(s);
 - (ii) visibility of features and solutions included in Cutover’s product roadmap (subject to certain conditions);
 - (iii) usage monitoring and standard Cutover reporting on a periodic basis.

(CSIT-STND/REN-FEB24)

CSIT SERVICES (CUSTOMER SUCCESS, IMPLEMENTATION & TRAINING SERVICES)

NEW CUSTOMER – CSIT PREMIUM

Unless stated otherwise in the Subscription Order Form, the Charges include the following CSIT Services.

Cutover will assign a named (but non-dedicated) Customer Success Manager (“CSM”) to support Customer with the following activities:

- (a) **Training:** Core stakeholder and power-user onboarding and training, in the form of **three (3)** training sessions in the first ninety (90) days of the Order Form Term.
- (b) **Enablement and Best Practice Guidance:** Access to Cutover enablement video and reference guides. Support with initial set up of instance workspaces and User access.
- (c) **Runbook Onboarding:** Support and guidance in the process of creating up to **five (5)** starter runbooks, as well as configuration of an initial set of custom fields in the first ninety (90) days of the Order Form Term.
- (d) **Quarterly Business Reviews:** Action on Adoption, Expansion & Retention of the Platform based on Customer business objectives and issues, including:
 - (i) advice and action to drive rapid adoption of the Platform for initial use case adoption across client accounts;
 - (ii) advice and action to increase value for Users; and
 - (iii) advice and action to search for, find and secure new use case needs.
- (e) **Quarterly Operational Review:** Assistance with the Platform adoption in the form of:
 - (i) walkthrough of relevant runbook template(s);
 - (ii) visibility of features and solutions included in Cutover’s product roadmap (subject to certain conditions);
 - (iii) usage monitoring and standard Cutover reporting on a periodic basis.
- (f) **Check-Ins:** During the first ninety (90) days of the Order Form Term, check-ins with your core stakeholder team to progress ongoing activities, discuss best practices for use case(s), and continue to provide and build on technology guidance.

(CSIT-PRM-FEB24)

CSIT SERVICES (CUSTOMER SUCCESS, IMPLEMENTATION & TRAINING SERVICES)

CSIT PREMIUM

Unless stated otherwise in the Subscription Order Form, the Charges include the following CSIT Services.

Cutover will assign a named (but non-dedicated) Customer Success Manager (“CSM”) to support Customer with the following activities:

- (a) **Enablement and Best Practice Guidance:** Access to Cutover enablement video and reference guides. Support with initial set up of instance workspaces and User access.
- (b) **Quarterly Business Reviews:** Action on Adoption, Expansion & Retention of the Platform based on Customer business objectives and issues, including:
 - (i) advice and action to drive rapid adoption of the Platform for initial use case adoption across client accounts;
 - (ii) advice and action to increase value for Users; and
 - (iii) advice and action to search for, find and secure new use case needs.
- (c) **Quarterly Operational Review:** Assistance with the Platform adoption in the form of:
 - (i) walkthrough of relevant runbook template(s);
 - (ii) visibility of features and solutions included in Cutover’s product roadmap (subject to certain conditions);
 - (iii) usage monitoring and standard Cutover reporting on a periodic basis.

(CSIT-PRM/REN-FEB24)

CSIT SERVICES (CUSTOMER SUCCESS, IMPLEMENTATION & TRAINING SERVICES)

CSIT STRATEGIC

Unless stated otherwise in the Subscription Order Form, the Charges include the following CSIT Services.

Cutover will assign a named (but non-dedicated) Strategic Customer Success Manager (“CSM”) to support Customer with the following activities:

- (a) Training: Core stakeholder and power-user onboarding and training, in the form of **five [5]** training sessions per year.
- (b) **Enablement and Best Practice Guidance:** Access to Cutover enablement video and reference guides. Support with initial set up of instance workspaces and User access.
- (c) **Runbook Onboarding:** Support and guidance in the process of creating up to **five (5)** starter runbooks, as well as configuration of an initial set of custom fields.
- (d) **Quarterly Business Reviews:** Action on Adoption, Expansion & Retention of the Platform based on Customer business objectives and issues, including:
 - (i) advice and action to drive rapid adoption of the Platform for initial use case adoption across client accounts;
 - (ii) advice and action to increase value for Users; and
 - (iii) advice and action to search for, find and secure new use case needs.
- (e) **Monthly Operational Review:** Assistance with the Platform adoption in the form of:
 - (i) walkthrough of relevant runbook template(s);
 - (ii) visibility of features and solutions included in Cutover’s product roadmap (subject to certain conditions);
 - (iii) usage monitoring and standard Cutover reporting on a periodic basis.
- (f) **Check-Ins:** Weekly check-ins (plus additional check-ins on request in the first three (3) months of the Order Form Term) with your core stakeholder team, to progress ongoing activities, discuss best practices for use case(s), and continue to provide and build on technology guidance.
- (g) **Solution Development:** Bi-annual (twice-yearly) workshops arranged with access to Cutover product line experts covering use case opportunity review, best practice updates, product demos and a showcase of Cutover’s latest product features.

(CSIT-STG-FEB24)

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AWS FUNDED - CSIT SERVICES

Unless stated otherwise in the Subscription Order Form, the Charges include the following CSIT Services.

Cutover will assign a named (but non-dedicated) Customer Success Manager (“CSM”) to support Customer with the following activities:

- (a) Train the Trainer Trainings: Core stakeholder and power-user onboarding and training, in the form of three (3) training sessions in the first ninety (90) days of the Order Form Term.
- (b) Enablement and Best Practice Guidance: Access to Cutover enablement video and reference guides. Support with initial set up of instance workspaces and User access.
- (c) Runbook Onboarding: Support and guidance in the process of creating up to three (3) starter runbooks, as well as configuration of a reasonable initial set of custom fields in the first ninety (90) days of the Order Form Term.
- (d) Bi-annual Business Reviews: Action on Adoption, Expansion & Retention of the Platform based on Customer business objectives and issues.
- (e) Monthly Check-Ins: During the first ninety (90) days of the Order Form Term, check-ins with your core stakeholder team, to progress ongoing activities, discuss best practices for use case(s), and continue to provide and build on technology guidance.
- (f) Cutover Certification: A structured program to create internal Cutover champions, featuring a dedicated workspace, curated learning content, guided exercises, progress tracking, and an open-book assessment that awards an official badge and certificate.