



SCOPE OF WORK FOR SAAS PURCHASING

Introduction

This Scope of Work outlines how the parties expect to work together to ensure that Vertice's services are successfully rolled out in your organization. Please see the Appendix below for definitions of key stakeholders.

Onboarding Milestones

Onboarding typically lasts 30 days from your initial kick-off call, aiming to achieve the three milestones listed below. Your active participation is key to realizing the full value of Vertice. The Vertice Account Manager will lead onboarding and will keep your Executive Sponsor updated on progress.

Milestone 1: 80% of Estimated SaaS Spend uploaded to Vertice

Customer responsibilities:

- Attend the Vertice kick-off call and nominate an Executive Sponsor and Customer Project Manager(s).
- Provide access to relevant software order forms with a combined annual cost of 80% or more of the Estimated SaaS Spend (including vendor name, contact email, annual cost, currency, contract length, renewal date)

Vertice responsibilities:

- Schedule the kick-off call.
- Set up and populate the Vertice platform on your behalf, uploading your supplied documents within two business days. If documents are unobtainable, we will agree on how to best support you in completing your records.

Milestone 2: At least two workflows configured according to your requirements

Customer responsibilities:

- Provide insight into your desired software procurement process for software renewals and new purchases, including contract approval thresholds and contract/department owners.

Vertice responsibilities:

- Schedule a Procurement Process Discussion and assign a Solutions Consultant to guide you on optimal configurations and implement workflows and integrations according to your requirements.

Milestone 3: Training for key stakeholders in your organization

Customer responsibilities:

- Help identify key users in your organization (e.g. contract/department owners or approvers) who require Vertice training.



- Executive Sponsor to introduce the User Workshop and explain the rationale for partnering with Vertice. This message is more likely to drive effective adoption when delivered by a member of your organization.

Vertice responsibilities:

- Schedule a User Workshop, with training tailored to your organization delivered by Vertice after the Executive Sponsor's introduction.
- Vertice Account Manager and Procurement Manager will support you throughout the ongoing partnership with any additional training required.

Ongoing Partnership Governance

After onboarding, Vertice will work with you to optimize your software spend and reduce the operational overhead associated with managing software procurement. Your support in the areas below is key to the continued success of our partnership and meeting savings goals.

Customer responsibilities:

- Submit purchase requirements with sufficient context and as early as possible before the deadline.
- Approve any commercial offers promptly through the platform.
- Executive Sponsor to meet with a member of Vertice leadership at least once a year for feedback and goal alignment.
- Executive Sponsor aims to attend Quarterly Business Reviews to stay informed on results.

Vertice responsibilities:

- Negotiate with vendors on your behalf in line with your purchase requirements.
- Schedule Quarterly Business Reviews to share results.
- Schedule regular Stack Reviews to plan upcoming software purchases.
- Provide commercial guidance, pricing benchmarks and insights on how to best optimize your software.

Appendix 1: Definitions for Key Stakeholders

- Customer Executive Sponsor: A senior member of your organization responsible for the decision to purchase Vertice and accountable for the success of the partnership.
- Customer Project Manager(s): Daily point(s) of contact for Vertice responsible for overseeing the partnership.
- Vertice Account Manager: The Vertice individual who is dedicated to overseeing our partnership with you, from onboarding through to renewal.
- Vertice Procurement Manager: The Vertice individual responsible for negotiating with software vendors on your behalf.
- Vertice Solutions Consultant: The Vertice individual responsible for implementing workflows and available integrations according to your requirements.