

Service Description Professional Services

Project Starter Package (one-time Service)

Including:

- Kickoff meeting (definition of individual project plan)
- Integration Workshop (provision of exemplary integrations approaches)
- Requirement Workshop (list of agreed specifications and requirements)
- Server provision (setup for data import)
- Data Feed Analysis (result report with optimization recommendations, call to discuss and explain recommendations)
- Basic configuration of the main channel (report of adjusted UI configurations of all agreed modules (without Atlas AI), call to discuss and explain configurations made)
- Training of module scope
- Quality Assurance (report of QA findings, one-time feedback after adjustments)
- Go Live Preparations (scaling of setup, activation of monitoring)
- Weekly coordination. The Project Starter Package includes the first ten coordination dates. From the eleventh appointment onwards, billing takes place via Extended Project Services.

The Project Starter Package includes important services for a successful start with FactFinder. However, based on our experience, the services included are not sufficient to fully complete the integration project. On average, approximately 30 additional hours of effort are required, which are billed under the Extended Project Services.

Commercial Terms

Payment shall be made upfront upon the signature date of this Agreement. The fees are agreed as a fixed price in accordance with the Order Form and no performance overview or reporting is included.

Extended Project Services (limited or unlimited)

- Extended Project Management, e.g.:
 - Weekly coordination from the eleventh appointment (Weekly, by telephone)
 - Q&A Communication
 - Customizings
- The scope of the Extended Project Services is agreed individually with the customer.

The actual Extended Project Services and efforts, and the associated costs, are customer-specific and cannot be estimated by us in advance, as we do not know which efforts beyond the Project Starter Package will be required in the project, and such efforts often only arise during the course of the project.

Commercial Terms

Extended Project Services (unlimited or limited) are invoiced monthly based on hourly rate according to actual effort. The services will be invoiced based on the hourly rate agreed in the Order Form. The customer receives a performance overview together with the monthly invoice.

Limited or Unlimited Additional Consulting Services (ACS)

- This product can only be used after Go Live of the first channel.
- For cases in which the customer shall receive Additional Consulting services for any requests (in general, for Upsells, etc.)

Commercial Terms

Additional Consulting Services are invoiced monthly based on hourly rate according to actual effort. The services will be invoiced based on the hourly rate agreed in the Order Form. The customer receives a performance overview together with the invoice.

Additional Fixed Price Services

Backend Review

- Check backend configurations and provide recommendations for optimizations

Data Feed Analysis

- Check datafeed of main channel and provide recommendations for optimizations

SCOP - Search Cluster Optimization Package

- Check and analyze search clusters and recommendations for cluster optimization where possible, to improve search results and business impact

Training and Optimisation

- Train the customer and optimize their backend together

Webshop Analysis

- Check webshop, benchmark webshop and provide recommendations for optimizations

Commercial Terms

- The fixed price products can be combined with each other.
- They have to be paid upfront, after signature. Prices can be discounted.
- If Sales/CSM wants bill these services at cost via Additional Consulting Services, this can be done. It's a decision from Sales/CSM. The fix price services were initiated to give the option to sell them with a fix price.