# LIVECOMPARE FOUNDATION SERVICES PACKAGE

These additional terms shall apply to packaged offerings of Services provided to Customer ("**Service Package**"), as ordered by Customer in the Order and subject to the Tricentis Customer General Terms and Conditions or the relevant Agreement referred to in the Order.

1   Service Package Overview

Objectives and Targets. This Service Package provides remote ("**Remote**") basic implementation support for LiveCompare consisting of core enablement of up to ten (10) Users in one (1) location with one (1) system under test.

Delivery Schedule. The following timeline is used to deliver the Services to Customer ("**Delivery Schedule**"):
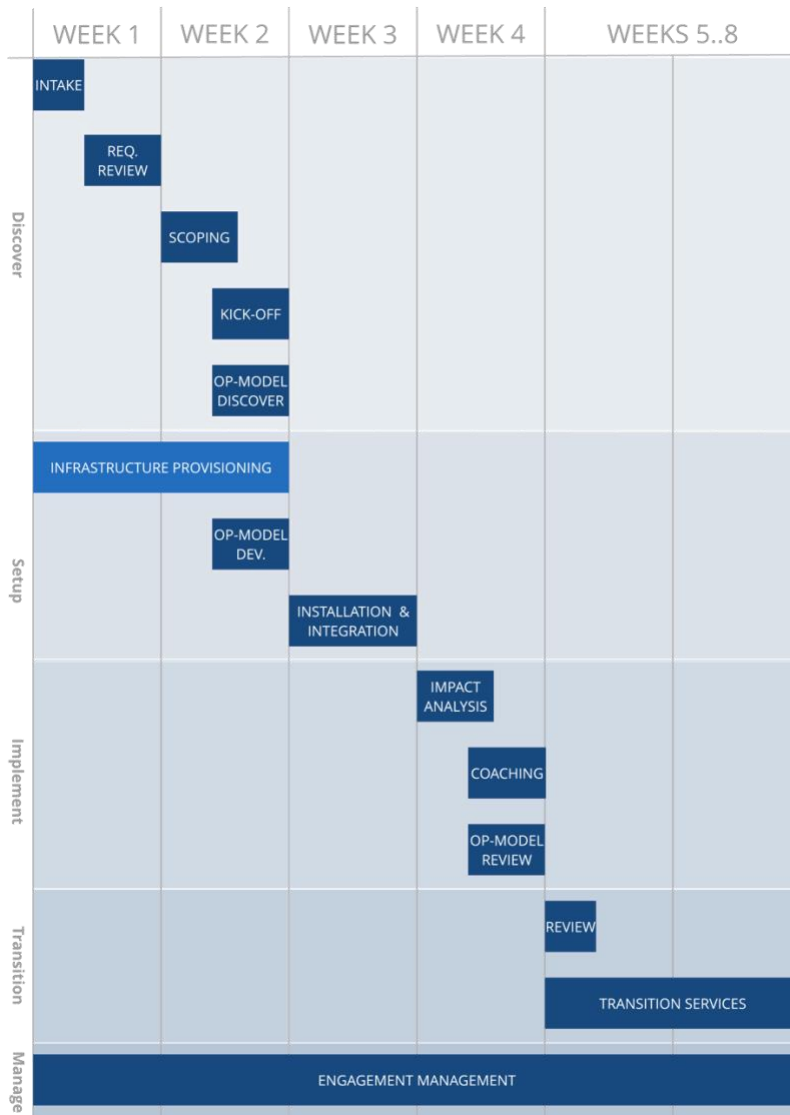
Delivery Scope. The following work packages are used to structure service delivery ("**Delivery Scope**"):

Phase	Planned Services	Planned Material	Est. Effort PH
Discover	Engagement Intake	Meeting Notes	2
	System Architecture Requirements	System Requirements document	2
	LC Scoping and Requirements	Meeting Notes	4
	Engagement Kick-Off	Kick-Off Presentation	4
	Operating Model Discovery	Meeting Notes	4
Setup	Operating Model Develop	Draft Live Compare Operating Model	4
	Install and Configure Software	Infrastructure Design document	4
		LiveCompare Design document	6
		Live Compare Configuration document	6
		Repository Configuration document	2
	Integrate Software	Live Compare Integration document	6
Implement	Sample Impact Analysis	Sample Impact Analysis scenarios	8
	Coaching	Coaching Sessions documentation	24
	Operating Model Review	Live Compare Operating Model	4
Transition	Engagement Wrap-Up	Wrap-Up Presentation	4
	Transition Services	Meeting Notes	40
Manage	Engagement Management	Engagement Plan	12
		Status Reports	
Total			136

2 Service Descriptions

Discover

2.1   Engagement Intake

Company Responsibilities: The "**Consultant"** prepares and conducts a remote meeting with Customer to present the Scope of Services and review the initial engagement dependencies.

Customer Responsibilities: Customer "**Engagement Manager**" participates in meeting.

2.2   System Architecture Review

Company Responsibilities: The Consultant prepares and conducts a remote meeting with Customer to review Company system and network architecture requirements.   The Consultant distributes the system architecture requirements and meeting notes.

Customer Responsibilities: Customer Engagement Manager, "**System Administrators**" and "**Subject Matter Experts**" participates in the meeting.

2.3   LiveCompare Scoping and Requirements

Company Responsibilities: The Consultant prepares and conducts a remote workshop with Customer to review Customer's use of SAP, SAP's release plans, and testing strategy with LiveCompare's capabilities. This will support defining the LiveCompare engagement scoping and requirements.

Customer Responsibilities: The Customer documents and shares Customer's SAP architecture, functionality, release plans, and testing approach. The Customer will demonstrate implemented SAP functionality to Consultant. The Customer ensures participation of required participants in the workshop.

2.4   Engagement Kick-off

Company Responsibilities: The Consultant prepares and conducts a remote "**Engagement Kick-Off**" meeting with Customer and Users to receive training to present the "**Engagement Plan**", the teams and their respective responsibilities, as well as the working procedures. The Consultant creates and distributes the "**Kick-Off Presentation**".

Customer Responsibilities: Customer provides input to the preparation and participates in the Engagement Kick-Off meeting.

Setup

2.5   Install, Integrate and Configure Software

Company Responsibilities: Support Customer to perform the software installation, integration and configuration of One (1) LiveCompare Server and the required licensing components in the Customer environment.

Initial configuration may include:

- Setup of user management policies in LiveCompare, including the creation of users
- Setup of Remote Function Call, RFC, Destinations
- Development of a sustainable project structure within LiveCompare that supports organizational growth
- Collection and scheduling of Performance History Data, PHD
- Execution of Create Object Links Cache, COLC
- Download Implementation Guide, IMG, Structure for RFCs
- Collection and scheduling of the Daily Usage Audit
- Assist integration with Test Case Repository
- Assist integration with other customer tools
- Creation of governance practices and a foundation for proper LiveCompare App promotion within the LiveCompare landscape

The Consultant creates and distributes the "**Setup and Configuration**" document.

Customer Responsibilities: The Customer provides required resources (Customer Systems, specialists, network access, SAP BASIS, etc.) to enable the installation, integration, and configuration. The Customer provides licenses for 3rd party tools required during delivery of the Services (such as MS Office or MS Visual Studio or others). The required Customer team members participate in meetings.

The Customer ensures LiveCompare Transports and Authorizations are sent and setup by the BASIS team in respective RFC Destinations.

The Customer provisions, installs, and configures all infrastructure, networks, security systems, and operating systems.

Implement

2.6   Customizations

Company Responsibilities: If required, "**Customizations**" identified during the LiveCompare requirement sessions, the necessary services will be delivered by the Consultant. The Consultant provides the necessary files and coach the Users on how to use possible Customizations.

If Customizations are required, the PH required will be deducted from the PH allocated for Transition Services.

Customer Responsibilities: The Customer provides remote access to a environment which meets the requirements defined by the Consultant.

2.7   Sample Impact Analysis

Company Responsibilities: LiveCompare's Impact app will be used as an initial usage candidate. Support Customer in identifying participants for up to two (2) Process for impact analysis.

Review the customer's Software Development Life Cycle (SDLC) and the Impact application to define potential areas to interweave LiveCompare results into the SDLC. This may include the creation of a high-level process flow document to act as a guide.

Customer Responsibilities: Provide access to and availability of the required infrastructure and/or tools to enable LiveCompare Application execution to Consultant. Ensure required personnel participates in workshops. Provide test data to execute the selected application as well as test users with required permissions in various systems (RFC Destinations).

2.8   Coaching

Provider Responsibilities: Schedule and conduct coaching sessions with Customer to introduce LiveCompare, administration, usage, best practices, how to execute Impact, and process its results. Create, update and distribute *Documentation of Coaching Sessions*.

Customer Responsibilities: Ensure required personnel participates in coaching sessions. Provide access to and availability of the required infrastructure and/or tools to enable User Coaching.

2.9   LiveCompare Operating Model

Company Responsibilities: The Consultant schedules workshops to review Customer's system architecture, SDLC, organization and team skills. The Consultant distributes the "**LiveCompare Operating Model**" and schedules workshops to review LiveCompare architecture, processes, roles, and administration tasks for example to create users, RFC's, Schedule PHD and navigate LiveCompare's Configuration settings).

Customer Responsibilities: LiveCompare and SAP administrators, managers and leads participate in the "**Operating Model and Admin Training**" workshops.

Transition

2.10   Engagement Wrap-Up

Company Responsibilities: The Consultant reviews the engagement, documenting issues, risks and recommendations for next steps. The Consultant creates and distributes the Engagement Wrap-Up document.

Customer Responsibilities: Customer participates in the Engagement Wrap-Up workshop.

2.11   Transition Services

Engagement hours not consumed through the planned services may be consumed through "**Transition Services**". "**Transition Services**" provide continued Services to the Customer for ad-hoc Services requested by the Customer. Services may include those listed in Service Description or scheduled office hours.

Manage

2.12   Engagement Management

Up to 10% of the overall contracted PDs are reserved for "**Engagement Management**".

Company Responsibilities: Appoint an "**Engagement Manager**" as a single point of contact for Customer. Prepare and conduct a "**Consulting Service Engagement**" "**Kick-Off Meeting**" to discuss the requirements, staffing and working procedures. Invite Customer to a regular "**Touch Point Meeting**" to discuss the delivery (progress, status and plan) as well as the consumption progress of the Consulting Service Engagement. Provide an "**Engagement Plan**", "**Status Report**" and "**Meeting Minutes**". Keep track of Customer requirements. Create and update resource plans (budget, staffing) as well as timelines.

Customer Responsibilities: Participate in the regular "**Touch-Point Meetings**". Contribute to the creation and update of the Engagement "**Status Report**" and "**Meeting Minutes"**.

3   Out of Scope

Unless previously agreed by Customer and Company, the following items are not in scope for this SOW:

- Any non-Tricentis or software QA related work
- Product enhancements

4   Pricing and Invoicing

Person Hours and Days. One person-day ("**PD**") equals 8 person hours ("**PH**") working time.

- A minimum effort of 8 PH are charged for each day of a Consultant On-Site
- A minimum effort of 2 PH are charged for each Consultant assignment.
- Time is booked and invoiced in 1/2 hour increments.
- Time for coaching, training, installations, technical reviews, and creating test cases are booked and invoiced for a minimum of 4 PH.

Delivery Reschedule. Customer not meeting its responsibilities leading to a change in the agreed delivery dates of Company Consultants is considered a "Delivery Reschedule". The Company will accept a Delivery Reschedule at no additional cost, should there be a minimum of 5 working days' prior notice given. Should the notice be given less than 5 working days prior to the date of Service assignment, the Customer can be charged for the initial planned time and expenses should the Company not be in the position to reassign the Consultant(s) to other Services or other projects.

Service Change Order. If the parties mutually agree to change or extend the terms of the Service Package, including but not limited to the type or amount of Service to be performed, the parties shall put the mutually agreed down in writing ("**Change Order**") stating, at a minimum (i) the effective date of the Change Order, (ii) the specific changes, with reference to the affected sections of the Order, and (iii) the effect of the changes on any Fees or other amounts described in, and to be paid under, the Order.

Service Completion. The Service is completed as soon as the Services as per the Agreement are delivered, or at the latest when the contracted number of PDs is exhausted, or the end of the Service Package Term defined in the Order is reached. Modifications to the contracted number of PDs or deliverables or the end of the Service Package Term require mutual agreement in form of a Change Order.

Service Package Consumption. PDs/PHs get subtracted from the amount of PDs/PHs specified in the Order. However, the Service Package Fee is pre-discounted and may only be consumed entirely. The Service Package is capped with the fixed PDs and Fee as indicated in the Order and may not be exceeded. PDs which have not been consumed by the end of the Service Package Term will be finally invoiced to Customer if not already paid upfront.

5   Organization

Customer Responsibilities and Required Infrastructure. The successful completion of the Order requires Customer's cooperation. Customer shall provide all such information, data, documentation, equipment and other physical and human resources as may be reasonably required by Company to enable Company to meet its obligations under this Agreement. Customer is responsible for system, network, and security infrastructure provisioning, configuration and troubleshooting.

Software License. Licenses for Software are not part of the Service Package agreed herein. It is therefore Customer's obligation to ensure that the Consultant delivering the Services to Customer is provided with the required Software licenses.

Staffing. Company may select its own as well as personnel from selected partner companies to deliver the Services. In any case Company remains Customer's sole contractual partner and ensures to Customer that the selected partner companies are following set terms. Customer acknowledges that Company's selected partner companies may have access to Customer systems. Company may replace personnel.

Workshop Size. Any workshop is limited to 10 Customer participants to sustain a manageable Consultant-to-participant ratio.

Customer Project Staffing. The Customer will provide a dedicated "**Project Manager**" and "**Subject Matter Experts**" to support the Customer's responsibilities and dependencies for the project, identify, communicating, and managing Customer's processes, standards, and policies that impact the project and within support of project timelines.

Remote Access: The Customer will provide remote access to Company or agreed alternative.