Addendum: Scope of Upgrade Delivery

1. Project Description

All services are provided remotely.

PRE-UPGRADE Milestone Activity	Aptean Deliverables	Customer Requirements	Assumptions
Initiation/Analysis: Technical Review			
Aptean Project Manager (Aptean PM) schedules Digital Transformation Kick-Off Call. Agenda includes: • Migration to Cloud Process • Technical Review and Upgrade Milestones	• Kickoff Call Complete • Create internal Service Case to schedule Tech Review with Aptean technical team	Customer to provide SQL backup and M2M Data folder via secure link provided by Aptean or customer	Customer's technical resource who can provide a backup of the data is strongly recommended to attend

M2M Technical Consultant contacts customer to conduct Technical Review interview and documents findings below:
 	
• Review customer current environment configuration; Products / Features used; Customizations, Custom Reports
• Review variable environmental factors. e.g.
   ○ Size of database(s)
   ○ Number of database(s)
   ○ Do database(s) require a significant amount of data clean-up before a clean test can be run
   ○ Uncertified software versions
• Determine best approach to perform test upgrade:
   ○ Remote services
   ○ Send data to M2M Tech
	• Completed M2M Technical Review / Upgrade Prequalification Checklist
	• Attach Prequalification Checklist to Service Case with variable environmental factors documented
		Customer must provide connectivity for remote access to project environments	• Customization and custom reports re-write / upgrade are out of scope. An SOW will be created by Services for any requirements.
			• If database is over 40GB, Services fees may apply

PRE-UPGRADE Milestone Activity	Aptean Deliverables	Customer Requirements	Assumptions
If customizations/custom reports are found during the Technical Review: • M2M Technical Consultant will document the form customizations • M2M Technical Consultant will notify Aptean PM • Aptean PM will notify Customer, assigned Business Consultant and 3rd Party Partner (if applicable) • Business Consultant reviews list of customizations contained in Prequalification Checklist with customer to assist in determination of which customizations are still required and need upgrading Business Consultant or Aptean PM forwards list of Custom Reports (CUSTRP) to Customer	Customizations are documented in Upgrade Prequalification Checklist which identifies if customizations exist and customers environment meets minimum requirements; customized reports are documented in (CUSTRP) and attached to Service Case If 3rd Party Partner services or customizations are required, 3rd Party Partner submits estimate to Aptean Project Manager for upgrade Business Consultant provides list of customizations to be upgraded to Aptean PM.	Customer provides list of required custom reports to Business Consultant or Aptean PM Customer is responsible for identifying/confirming customizations and/or custom reports deemed necessary in upgraded version *Please note:* Customer is responsible for any 3rd Party non-Aptean Partner customizations	3rd Party Modules referenced in the Out of Scope section of this document are not included in this project and may require a SOW for Services.
Aptean PM forwards list of Aptean customizations / custom reports to be upgraded to Customization Development Manager			Customization and custom reports re-write / upgrade are out of scope. An SOW will be created by Services for any requirements.
Aptean Customization Developer reviews list of customizations / custom reports to be upgraded	Aptean Customization Developer provides customization upgrade ballpark quote to Aptean PM		
Aptean PM notifies Customer Account Executive Technical Review is complete	SOW / Quote for customization and custom report upgrades		

PRE-UPGRADE Milestone Activity	Aptean Deliverables	Customer Requirements	Assumptions
Analysis/Configuration: Test Upgrade/Upsize & Consulting Review			
Aptean PM schedules call to: • Review Test Upgrade and Live Upgrade process • Schedule Test Upgrade	Review Upgrade Process / Contact list • Timing of customization/custom report upgrade development • Scheduled Test Upgrade		
Upgrade Process • M2M Technical Consultant performs test upgrade/upsize • Test upgrade results are documented	Aptean Technical Consultant receives test data Aptean restores upgraded test data on Cloud M2M Technical Consultant provides test upgrade results documentation to Customer and notifies Aptean PM test upgrade is complete	Customer must have provided SQL backup and M2MData folder to technical consultant	
Aptean PM provides education / customer portal documentation	Documentation includes: • Knowledgebase Articles • Educational recordings & material • Contacting our Support Department		
Quality Review Checkpoint			
Quality Review		Sign-off on: Pre-Upgrade	

LIVE UPGRADE Milestone Activity	Aptean Deliverables	Customer Requirements	Assumptions
Deliver / Support: Live Upgrade			
Customer undertakes education	Aptean to provide details of required education. Virtual Education is recorded and available on Aptean Connect	Completed Education	Customer is responsible for completing all required education identified by Aptean.
Customer undertakes base system testing		Customer shall conduct thorough UAT testing to ensure end user acceptance prior to applying any customizations (if applicable) Customer shall ensure all UAT results are conveyed to Aptean following testing of required business and system functions.	UAT testing activities shall be owned and managed by Customer.
Customer undertakes customization / custom report testing		Customer verifies Customizations / custom reports are working as per the design document prior to Live Upgrade	Customization and custom reports re-write / upgrade are out of scope. An SOW will be created by Services for any requirements. Any issues discovered regarding customizations will be addressed in accordance with a separate SOW
Aptean PM schedules LIVE Upgrade **after** your customizations / custom reports have been converted and tested (if applicable) and **after** you have completed testing to your satisfaction.	Scheduled LIVE upgrade		The LIVE production upgrade may require up to four (4) days for upgrade procedure.

LIVE UPGRADE Milestone Activity	Aptean Deliverables	Customer Requirements	Assumptions
Aptean PM schedules post Go-live Training	Post Go-Live Training		Up to 16 hours of Post Go-Live Training to be delivered remotely within 1 week of go-live
Live Upgrade: Performed by M2M Technical Consultant	M2M Consultant, Aptean PM and M2M Support are notified Live Upgrade is complete		*M2M Business Consultant is not involved with any technical upgrade activities*
Quality Review Checkpoint			
Quality Review Meeting		Sign-off on Live Upgrade and Post Go-Live Training completion.	In the absence of a signature, the project is deemed complete upon go live

1.1 Out of Scope*:

1. Any services not explicitly set forth in this document.
2. Customization and custom reports re-write / upgrade
3. Onsite consulting

4. The following optional module/integration module installations will require a separate SOW:
    a. CADLink application (API will be installed by Aptean)
    b. Unipoint Integration
    c. Shop Floor Data Collection
    d. Advanced Reporting any version upgrade / installation
    e. Advanced Configurator 4.0 upgrade / installation
    f. ASG/IIS configurations
    g. EDI upsize/implementation/mapping assistance

    h.   EMF installation/process migration

    i.   HRMS/ABRA implementation

    j.   Analytics/Qlikview

    k.   Omnify Integration (API will be installed by Aptean)

    l.   Digital Shipper

    m.   Zetadocs installation

5. Additional T&M time may be required for the conditions below:

    a.   Multiple companies/databases

    b.   Size of the database exceeds **40+ GB**

Will be determined during the Technical Review

2   Customer Obligations

Provided Customer fulfills each of the Customer Obligations on a timely basis, Aptean shall provide Customer with the Services and/or Deliverables subject to the terms and conditions set forth in this agreement.

1. Customer is solely responsible for implementing all business process changes desired by Customer or necessary for Customer's use of the Software.

2. Customer must provide connectivity for remote access to project environments for offsite team members.

3. Customer shall conduct thorough UAT testing to ensure end user acceptance. UAT testing activities shall be owned and managed by Customer. Customer shall ensure all UAT results are conveyed to Aptean consultant following testing of required business and system functions.

4. Customer is responsible for completing all required education identified by Aptean consultant prior to go live and will participate in all consulting sessions as designated above.