

CONSULTING SERVICE FLEX ENGAGEMENT

These additional terms shall apply to Services provided to Customer (“**Engagement**”), as ordered by Customer in the Order and subject to the General Terms and Conditions or the relevant Agreement referred to in the Order.

1 Service Overview

The Consulting Service Flex Engagement offering consists of several service components. Consulting Services for a given service component may be contracted individually or in combination, depending on the contextual requirements of Customer. When contracted as a combination, the service components can be delivered in parallel. The specific applicable service components and associated costs are described in the Order.

- Automation Architecture
- Automation Engineering
- Test Automation
- Test Data Management
- qTest Consulting
- LiveCompare360
- Training

Provider delivers activities within service components during Provider Standard Business Hours, unless stated otherwise. This service does not include any activities or deliverables related to software engineering (i.e. software development) changes to the software itself (i.e. software development activities normally handled by Provider Tosca Software Engineering Team).

Location of Delivery. Services are delivered remotely at Provider locations (“**Remote**”) as well as at Customer’s delivery address (“**On-Site**”) as stated in the Order. The number of included On-Site days is stated in the Order. Each individual trip may last from two (2) up to four (4) consecutive days and is valid for one (1) Consultant.

2 Service Description

2.1 Engagement Management

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

Provider 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. Document the Kick-Off Meeting in meeting minutes. 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 Flex Engagement. Provide an *Engagement Status Report* and *Meeting Minutes*. Keep track of Customer requirements. Create and updates resource plans (budget, staffing) as well as timelines.

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

2.2 Service Components

Automation Architecture

Provider delivers Automation Architecture Services which may include the following activities:

- Support Customer to prepare the infrastructure and to perform the setup of Tosca Server, Tosca Common Repository Database, Tosca Commander and the required licensing components in the Customer environment.
- Advise Customer on best practices and on governance and policies to deploy and manage a multi-user Tosca environment.
- Setup of user management policies in Tosca, including the creation of user groups, group privileges and LDAP synchronization.
- Development of a sustainable folder structure within Tosca that supports organizational growth.
- Creation of governance practices and a foundation for proper Tosca artefacts promotion within the Tosca Workspace.
- Consult Customer on proper naming conventions of Tosca artefacts.
- Create and distribute the Tosca Setup and Configuration Document.
- Choose application as test automation candidate and announce required Customer participants for Application Deep Dives with Customer.
- Determine requirements for sustainable execution, test data consistency, user accounts and the Test Cases themselves.
- Review the Test Cases provided by Customer and adjust them for automation by reducing their complexity (dependencies) and breaking them into smaller entities.
- Define appropriate inputs and verifications to be used for creation of sample Test Cases. This may include the creation of a requirements structure and related test sheets.
- Create and distribute the *Deep Dive Meeting Minutes* and the *Test Strategy Document*.
- Review the Test Case portfolio and QA processes of the implementation against Tosca best practices.
- Create and distribute the *Review Report*.
- Tosca Connect: Conduct requirements analysis, assessing the workflow and technical capabilities of the Third-Party Software. Provide Tosca Connect requirements to Customer. Create and distribute the *Tosca Connect Requirements Analysis*.

- Reporting and Analytics: Conduct requirements analysis, assessing the specific reporting needs of Customer. Provide an overview of features and functionality of Tosca Analytics to Customer. Create and distribute the *Tosca Analytics Requirements Analysis*.
- Distributed Execution (DEX): Conduct requirements analysis, assessing the specific distributed execution (“DEX”) needs of Customer. Provide an overview of features and functionality of DEX to Customer. Create and distribute the *Distributed Execution Requirements Analysis*.
- Tosca BI: Conduct requirements analysis, assessing the specific BI needs of Customer. Provide overview of features and functionality of Tosca BI to Customer. Create and distribute the *Tosca BI Requirements Analysis*.
- Orchestrated Service Virtualization (OSV): Conduct requirements analysis, assessing the specific OSV needs of Customer. Provide an overview of features and functionality of Tosca OSV to Customer. Create and distribute the *Orchestrated Service Virtualization Requirements Analysis*.

Automation Engineering

Provider delivers Automation Engineering Services to Customer which may include the following activities:

- Create and distribute the *Unattended Execution Strategy Document*.
- Build customizations or Special Execution Tasks (“SET”).
- Provide the necessary files and coach the Users on how to use and steer the *Customization or SETs*.
- Tosca Connect
 - Support Customer team to install Tosca Connect on the appropriate server.
 - Assist Customer team to implement and configure the necessary mappings between Tosca and the Third-Party Software.
 - Provide the Tosca Connect Setup and Implementation.
 - Provide specialized coaching to ensure Customer team is familiar with the Tosca Connect component and can support and maintain the integration.
 - Create and distribute the *Documentation of Tosca Connect Coaching Sessions*.
- Reporting and Analytics
 - Support Customer team to install the Tricentis Analytics component on the appropriate server.
 - Provide the Tricentis Analytics Setup and Implementation.
 - Use the report designer integrated in Tosca Commander to build *Customized Reports* for Customer, with the required content and “look and feel”.
 - Ensure the Tricentis Analytics component is installed and functioning correctly, and that the necessary data is being displayed properly.
 - Provide the recorded coaching session to Customer.
- Distributed Execution
 - Support Customer team to set up and install the necessary DEX elements in the environment (Server and Monitor).
 - Setup Execution Agents. Assist in the setup and configuration of Execution Agents
 - Verify the connection between the server and the agents is functioning properly and that execution is possible on the agents.
 - Provide coaching to enable Customer team to support the component.
- BI
 - Assist in the setup of database connection for the Extract/Transform/Load (“ETL”) environment.
 - Implement use cases to support the ETL lifecycle.
 - Provide training and coaching on BI features and functionality, including BI modules, pre-screening, Vital Checks Wizard, field tests and reconciliation.
- Orchestrated Service Virtualization (OSV)

- Support Customer in opening ports, checking firewall settings and ensuring that all aspects of OSV are ready to be utilized.
- Assist Customer to orchestrate a Virtual Service environment in Customer's environment.
- Assist in the creation of the Virtual Service.

Test Automation

Provider delivers Test Automation Services which may include the following activities:

- Automate Test Cases and/or Test Case templates based on Tosca best practices including naming conventions, folder structures and reusability.
- Optimize Test Cases for sustained and repeatable execution.
- Introduction of concepts, design and implementation of recovery scenarios.
- Schedule and conduct coaching sessions with Users to recapitulate the online training and to introduce Tosca best practices.
- Schedule, prepare and conduct coaching sessions with Users to hand-over previously created sample Test Cases.
- Work jointly on Test Cases targeting the application in scope.

Test Data Management

Provider delivers Test Data Management Services which may include the following activities:

- Develop a sustainable test data approach enabling the required testing and test automation approach.
- Define the appropriate scope of test data management including leveraging effort, test data needs, efficiency, data privacy and speed of test data delivery.
- Assist Customer to prepare the hardware and software during setup and installation of TDM Studio.
- Specify, develop, test and document
 - Tables within the same database via the TDM Studio database wizards
 - BAPI-calls via the SAP wizard
 - Dependent tables within the same database linked manually (not via wizard)
 - Different systems to be handled consistently
- Schedule, prepare, conduct and document TDM coaching sessions.
- Design, implement, document and hand-over TDL-scripts, user-defined functions and recovery scenarios.

qTest Consulting

Provider delivers qTest Consulting Services which may include the following activities:

- Analyze, specify, prepare, perform and document qTest knowledge transfer.
- Analyze, specify, perform and document qTest automation.
- Analyze, specify, implement and document qTest reports.
- Analyze, specify, perform and document qTest clean install.
- Analyze, specify, perform and document qTest environment upgrade.
- Perform and document qTest portfolio review.

LiveCompare 360 Consulting

Provider provides LiveCompare 360 Consulting Services which may include the following activities:

- Schedule, prepare, conduct and document remote meetings. For example: CAB meetings, functional requirements gathering, design reviews, output/deliverable review sessions.

- Run apps that come as standard with LiveCompare to look for anomalies (code, configuration, data, security etc.) to proactively support system integrity.
- Work with Customer team to personalize the standard LiveCompare apps. This might include personalization of the user interface, customizing reports and dashboards, as well as configuring when apps are scheduled to run.
- Review and interpret LiveCompare results.
- Construct custom apps to produce the required deliverables and custom workflows that are not part of the template library within LiveCompare. For example: master data exception reporting.
- Monitor and manage all pre-built integrations that are included as standard with LiveCompare.
- Work with Customer to establish additional integrations.
- Review and report utilization of LiveCompare as well as provide feedback and suggestions.

Training

Provider delivers training, knowledge transfer sessions, mentoring and access to all relevant software collateral which may include:

- Provide training relevant online training courses and materials, including practical, hands-on exercises and certification.
- Initial on-site software training for key users of the software.
- Provide Hands-on coaching to expand knowledge on focus areas, or recap sessions to consolidate existing knowledge.
- Provide remote knowledge transfer sessions on the latest software release to Customer's Users via regularly scheduled webinars to review and explain the latest features and functionality of the software.
- Schedule additional coaching sessions to review and discuss latest features and functions with Customer's Users.

3 Pricing and Invoicing

Person Hours and Days. One person-day ("PD") equals 8 person hours ("PH") working time. A minimum of 8 PH is charged for each day of a Consultant On-Site and a minimum of 1 PH is charged for each remote session.

Term. The Service is delivered over the term specified in the Order.

Invoicing. Invoicing for Services occurs monthly depending on the length of the term at a fixed percentage of the total amount. The monthly invoiced amount equals the total amount divided by the number of months in term.

Service Delivery. The Service is delivered evenly over the contracted term.

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 if the contracted number of PDs is exhausted or the term is finished. Modifications to the contracted number of PDs require a mutual agreement in form of a Change Order. The term can't be changed ("use it or lose it"-principle).

Travel Expenses. Service Package Fee includes any expenses occurring within the limits (number of On-Site PDs) specified in the Order. Changing the number of On-Site PDs requires mutual agreement in form of a Change Order.

4 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 Provider to enable Provider to meet its obligations under this Agreement.

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 Service Package to Customer is provided with the required Software licenses.

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

Lead Time. Provider starts delivery of the Services no later than 6 weeks after Customer's signing of this Agreement. The Delivery Schedule is used as a basis to plan and mutually agree on assignments. Travel arrangements must be finalized 2 weeks before the On-Site assignment starts.

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

Travel Arrival and Departure. Consultants typically travel between Mondays and Thursdays. Arrival and Departure Times are communicated to Customer in advance. Consultants may arrive anytime until 10:30am local time on the arrival day and may depart any time after 2:30pm local time on the departure day.