



Professional Services

LM Accelerate Silver Statement of Work

LogicMonitor

LogicMonitor.com

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Engagement Information

Service Provider

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Engagement Information

SOW Number:
Date:

SOW Version: 1.0
Primary Work Site: Remote

Document History

This Statement Of Work (SOW), including pricing for the deliverables and services herein is valid for **thirty (30) days from the latest date below**, after which LogicMonitor reserves the right to amend or withdraw it.

Version	Change Record	Persons Involved	Date
1.0	SOW Creation		

Introduction

This document provides a SOW for deliverables and services in support of LogicMonitor Inc.'s SaaS-based IT performance monitoring platform (LM Envision). The deliverables and services are to be rendered to the Customer by LogicMonitor, Inc. ("LogicMonitor") through its Professional Services ("PS") team. This SOW is subject to the Terms of Service set forth in the Service Agreement between LogicMonitor and Customer (the "Master Agreement").

In the event of a conflict between the terms of the Master Agreement and the terms of this SOW, this SOW shall control with respect to the Services provided hereunder. The term "Services" as defined in the Master Agreement shall, for the purposes of this SOW, include "Implementation Services" or "Services" as defined herein, as the context may require.

Overview

LogicMonitor Professional Services will provide Services to the Customer in accordance with the Scope of Work (SOW) outlined hereunder. All activities will be completed remotely unless otherwise agreed. Furthermore, all work is subject to Default Limitations (Section 4) unless specified otherwise.

This SOW outlines the tasks LogicMonitor will perform to implement LM Envision. This project is not intended to replace any existing monitoring or observability tool with like-for-like functionality, rather to utilize the modern management capabilities within LM Envision.

LogicMonitor's implementation approach will allow the majority of the Customer's LM Envision deployment to be completed offline by your assigned LogicMonitor PS team. The PS team will work with the Customer to complete our detailed Implementation Guidebook which will be utilized by our Solution Engineers to complete the offline deployment of your LogicMonitor portal.

The goal of this implementation is to help customers extend, optimize, and accelerate speed-to-value using LogicMonitor's proven methodology. This includes importing resources, creating group structures, reviewing enhancements, LogicModules and demonstrating LogicMonitor best practices throughout, while taking into account any specific business requirements.

It is recommended that Customers should complete administrator level training to drive adoption and the continuation of best practices post implementation. Additional instructor led training is available to be purchased either prior to implementation via your Account manager or post via your Customer Success Manager.

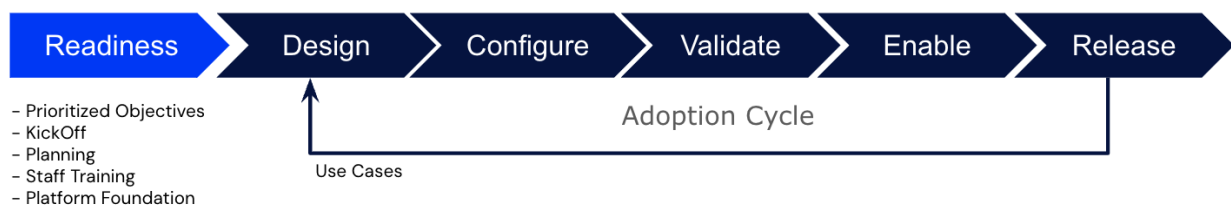
1 Implementation Methodology

1.1 Project Lifecycle

The PS Implementation Methodology is a unique and thorough approach to ensuring your organization realizes the value and achieves the business objectives you seek from the LogicMonitor platform in the most expeditious and sustainable manner. This systematic approach teams PS staff with your staff and together we execute a proven method of requirements definition, solution design, technical configuration, validation, enablement, and go-live release. LogicMonitor leverages a number of unique delivery innovations developed over 1,800+ implementations to improve results quality and delivery efficiency. These innovations include automation tools, templates, and task-paralleling.

Throughout the project the combined team will leverage a collaborative project management platform for unified communication, meeting notes, session recordings, file sharing, project plan & action item tracking, and more. Storing all interactions in one place helps to keep things organized throughout the project, and allows you to download a full transcript of all communication at the end of the engagement for future reference as needed.

LogicMonitor Value Adoption Methodology



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<p>Readiness</p>	<p>Our team first starts by an internal meeting where our sales team and delivery teams meet to discuss your specific situation. This will also better help to reduce the need to provide information that may have been requested during the pre-sale. Our Project Manager (PM) and assigned Solutions Architect (SA) also meet to align on project details.</p> <p>This phase also includes an introduction call with you and your team. This gives you, the project owner, an opportunity to meet and provide an explanation from your own perspective and to provide any up-to-date information.</p> <p>There will be a formal Kickoff Call where both teams and stakeholders will be introduced and initial project planning and coordination takes place. This stage also includes preparatory discussions around inventory / information collection all within our implementation workbook.</p>
<p>Design</p>	<p>The design phase is arguably the most important phase. This is where your specific requirements are discussed and captured from your Implementation Workbook Guide. The output of this phase are the detailed requirements that will be input into the Configure phase. There will be a reconciliation against the SOW and any Change Orders (CO) will be made accordingly.</p>

Configure	This phase is where the actual configuration will take place. Each requirement will be configured according to the Implementation Workbook Guide. There will be platform configuration and observability configuration. Functional unit testing will be conducted on each requirement by the LogicMonitor Solutions Engineer (SE) assigned to Configuration.
Validate	End-users and stakeholders can test the functionality they requested and validate that it meets their needs. Any requirements that do not meet the needs or any defects that are identified will be run through the Configure phase again, until the requirement is satisfactorily met or until the requirement is confirmed to be outside of the limitations of the LM Envision platform.
Enable	LogicMonitor wants you to be self-sufficient and successful. We will provide knowledge transfer to your LogicMonitor Administrators for what was configured so that they can sustain the system when PS engagement has completed.
Release	A project closure call is held to make sure that all key stakeholders are aware that the initial rollout of the LM Envision platform is now complete, and the system has been released into production and has successfully passed all core functionality testing.

1.2 Delivery

LogicMonitor resources projects using a combination of in-house onshore and offshore resources. Activities will be completed by the most appropriate resource in order to expedite project completion.

Changes to this standard resourcing methodology may result in increased charges and expanded project timeline.

Configuration (Section 3.4) may be organized into distinct phases, which will be collaboratively determined as part of the overarching project plan, in close coordination with your project managers.

Following the completion of each phase, validation and sign-off procedures may apply. To ensure a smooth process, these steps must be completed within 3 business days. Timely communication and feedback are crucial during this stage. Please be aware that any lack of communication or response during validation will be taken as an indication of your acceptance of the delivered phase.

We understand that sometimes adjustments may be necessary to meet your specific requirements. In such cases, any subsequent changes requested for a phase may necessitate a CO and could result in additional costs and an extension of the project timeline.

2 Roles and Responsibilities

The following Project Roles and a brief description of their function have been identified as necessary to execute the proposed project.

LogicMonitor	
Project Manager	The PM is responsible for project coordination activities for this project from the consulting team perspective. This role works with the Customer Project Manager to plan logistics for the project and to manage LogicMonitor resources.
Solution Engineer(s)	Responsible for LogicMonitor technical implementation, and testing.

Customer	
Project Sponsor	Prior to the start of the SOW, Customer will designate a person called the Project Sponsor. The Project Sponsor must have the authority to act for Customer and to authorize changes to the SOW.
Project Manager	<p>Prior to the start of the SOW, the Customer will assign a Project Manager for the duration of this SOW. The Customer Project Manager will work with the LogicMonitor PM to help plan the work effort and keep it on schedule. The Customer Project Manager's responsibilities include:</p> <ul style="list-style-type: none"> • Coordinate activities of assigned Customer personnel to ensure adequate participation in all SOW activities. • Help resolve issues and escalate them within the Customer organization, as necessary. <p>Obtain and provide information, data, decisions, and review Deliverables within three (3) business days of LogicMonitor's request, unless Customer and LogicMonitor agree to an extended response time. Delays may negatively impact the estimated schedule.</p>
Infrastructure Administrator(s)	Individuals that will use LogicMonitor for incident management, problem management, performance management, etc. and use dashboards, and reports. These may include cloud administrators, database administrators, network administrators, server administrators, site reliability engineers (SREs), operations center staff, etc.
Integration Subject Matter Experts (SMEs)	Individuals that support the technology which LogicMonitor will integrate with. This SME(s) will work with the LogicMonitor SE during design, configuration, and UAT.
Tester	Individuals responsible for UAT. Must have administrator level privileges and have administrator level knowledge of the LM Envision platform.

3 Delivery Tasks

3.1 Project Management

LogicMonitor Responsibilities		Customer Responsibilities
<ul style="list-style-type: none"> Monitor and report progress against the project plan and timeline Monitor project and report status of issues, timelines, and outstanding works Maintain a log of project issues and oversee the resolution of issues Maintain a log of proposed changes to the SOW and oversee the change management process Maintain and report on project requirements Plan and facilitate Document Review meetings with defined Customer resources to review project documentation Plan and facilitate a project closeout meeting at the end of the project with all LogicMonitor project team members and Customer Project Manager to officially closeout the project 		<ul style="list-style-type: none"> Participate in periodic project status reviews Participate in the change management process Participate in the maintenance of project issues and resolutions Attend the project closeout meeting Coordinates internal team availability Coordinates internal personnel to complete required documentation Coordinates CO review and approval if required
Completion Criteria:	This activity continues for the duration of this SOW and terminates when the other LogicMonitor responsibilities have been completed.	
Deliverables:	Status Report(s)	

TABLE 1 - PROJECT MANAGEMENT

3.2 Readiness

LogicMonitor Responsibilities		Customer Responsibilities
<ul style="list-style-type: none"> Ensure the customer has been the prerequisite documentation Create Project Kickoff Presentation Plan and facilitate a project kick-off meeting 		<ul style="list-style-type: none"> Customer completes required project prerequisite documentation Assist with the planning and facilitation of a project kick-off meeting to include all key stakeholders
Completion Criteria:	This activity is complete when: <ol style="list-style-type: none"> Project Plan has been delivered to the Customer Project Manager. Customer has completed prerequisite documentation. 	
Deliverables:	Project Plan Document	

TABLE 2 – PREPARE

3.3 Design

LogicMonitor Responsibilities		Customer Responsibilities
Conduct Requirements Workshop (May be as part of Kickoff call) <ul style="list-style-type: none"> Review Inventory Workbook and Implementation Guidebook Provide guidance on Inventory Workbook and Implementation Guidebook Provide guidance on provisioning / Deploying Collectors Provide Collector Size / Quantity Guidance Auto Balanced Collectors or Failover Guidance Collector Groups Discuss ACL / Firewall Rules Single Sign On Configuration Guidance Confirm Credential Segmentation Confirm required integrations 		Conduct Requirements Analysis and Solution Design Workshop <ul style="list-style-type: none"> Ensure key stakeholders and technical leads are available and engaged in the workshop Come prepared with process or technical documentation required for meaningful discussion and completion of implementation workbook
Document Design <ul style="list-style-type: none"> Liaise with customer to ensure prerequisite documentation is completed on schedule 		Documentation Requirements <ul style="list-style-type: none"> Complete Implementation Guidebook within fifteen (15) working days from date of SOW signature Complete Inventory Workbook within fifteen (15) working days from date of SOW signature Agree and Approve requirements
Validate SOW and Design <ul style="list-style-type: none"> Reconcile SOW Tasks and Estimates with Design Create Change Order (“CO”) if required 		Document Approval <ul style="list-style-type: none"> Review and approve Implementation Guidebook Review and approve device Inventory Workbook Suggests updates if needed
Validate SOW and Design <ul style="list-style-type: none"> Participate in SOW Task and Estimate reconciliation with Design Review and Approve CO if required 		
Phase Specific Assumptions	Requirements will be captured in the Implementation Workbook Document.	
Completion Criteria:	This activity is complete when the Implementation Guidebook Document including the device Inventory Workbook has been reviewed and approved and any required COs have been reviewed and approved by the customer.	
Deliverables:	Implementation Guidebook Inventory Workbook	

TABLE 3 – DESIGN

3.4 Configuration

LogicMonitor Responsibilities		Customer Responsibilities
Activate LogicMonitor <ul style="list-style-type: none"> ● Create Users & Roles (up to 10 roles) ● Create Group Structures <ul style="list-style-type: none"> ○ Collector Groups (up to 10) ○ Device Groups ○ Website Groups (up to 10) ○ Report Groups (up to 10) ○ Dashboard Groups (up to 5) ● Import Devices (up to 300) ● Import Websites (if purchased)¹ ● Netflow Enablement ● Confirm and validate monitoring of devices is enabled and metrics being collected ● Design Review Session ● Update Modules to latest versions Customer Identity <ul style="list-style-type: none"> ● Update with Corporate Logo Guidance provided by Guidebook <ul style="list-style-type: none"> ● Collector and Collector Groups ● Resource Polling ● Resource Groups and Importing ● Resource Architecture ● Users and Roles ● Alert Rules and Integrations ● SSO 		Activate LogicMonitor <ul style="list-style-type: none"> ● Provision / Deploy collectors ● Assign Subject Matter Experts (SME) for each resource technology to assist in any troubleshooting or configuration changes ● Troubleshoot any devices in minimal monitoring or issues reported with devices by the SE ● LogicMonitor Add-On [LM Cloud, LM SaaS Monitoring , LM SaaS Lite , LM Config, LM Container](Limited to core offerings only) ● Participate in final guidebook review prior to validation phase Setup and configure Alert routing <ul style="list-style-type: none"> ● Enablement of escalation chains on alert rules Setup and configure Security <ul style="list-style-type: none"> ● Provide AD/LDAP details ● Implement Single Sign On (SSO) ● Modify ACLs / Firewall Rules ● Gather and action credential configuration under the guidance of PS and following best practice Customer Identity <ul style="list-style-type: none"> ● Provide Corporate Logo and Branding Details
Iterations	1 (one) iteration of group structures may be requested by the customer, further iterations would be subject to a CO which may incur additional costs	
Completion Criteria:	This activity is complete when the Solutions Engineer has created all groups, imported all devices and created all alert rules and escalation chains. The Guidebook review has been completed with the Core Team and the validation phase is ready to commence.	
Deliverables:	Resource Group Inventory report and Resource Inventory report Implementation Guidebook signed off by the SE as complete	

TABLE 4 – CONFIGURATION

3.5 Validation

LogicMonitor Responsibilities		Customer Responsibilities
<ul style="list-style-type: none"> • Provide the UAT workbook • Consult on functional test cases • Consult on UAT Test Cases • Resolve Defects found in UAT 		<ul style="list-style-type: none"> • Create a functional test plan • Create UAT Test Cases • Conduct User Acceptance Testing • Assign staff with administrator level knowledge and access to conduct UAT activities • Document Defects and Enhancements
Phase Specific Assumptions	Implementation Guidebook has been signed off as complete by the SE	
Completion Criteria:	This activity is complete when the UAT workbook has been provided to the Customer Project Manager and the User Acceptance Testing has been completed.	
Deliverables:	UAT workbook	

TABLE 5 – VALIDATION

3.6 Enable

LogicMonitor Responsibilities		Customer Responsibilities
Guidance Session <ul style="list-style-type: none"> • Conduct up to two (2) three (3) hour knowledge guidance sessions covering guidance on up to four (4) of the below topics: <ul style="list-style-type: none"> ○ LM Logs (Syslog / WMI) ○ LM Cloud ○ LM Config ○ LM SaaS monitoring ○ Traffic Flow ○ Service Insights ○ Cyberark or Thycotic Credential Vault Integration ○ Introduction to Scripted LogicModules 		Guidance Session <ul style="list-style-type: none"> • Commit LogicMonitor Administrators to the guidance sessions • Provide a list of 4 areas that should be covered during the guidance sessions at least 2 business days in advance
Completion Criteria:	This activity is complete when the guidance sessions have been completed.	

TABLE 6 – TRANSITION

3.7 Release

LogicMonitor Responsibilities		Customer Responsibilities
Release <ul style="list-style-type: none"> Facilitate a project closure call 		Release Promotion <ul style="list-style-type: none"> Assist in facilitation of project closure call Ensure staff participation in project closure call
Completion Criteria:	This activity is complete when the project closure call has taken place and the Customer Project Manager has provided written confirmation of project closure	
Deliverables:	Project closure email	

TABLE 7 – GO-LIVE

4 Default Limitations and Assumptions

This Statement of Work (SOW) provides estimates derived from Customer provided requirements and an understanding of all required 3rd party technologies to the best of our abilities, based on publicly available or Customer provided documentation. Any unforeseen 3rd party limitations or requirement changes that are outside of LogicMonitor's control may limit LogicMonitor's ability to deliver services.

Default limitations that are outside of LogicMonitor Professional Services team include:

- PS cannot modify the LogicMonitor product itself or its user interface. In general, PS will have the same level of access to the LogicMonitor platform as the Customer
- Any 3rd party technology required for delivery of PS solutions operates according to Customer provided documentation

The work to be performed and associated costs for this SOW is based upon the following assumptions:

1. Customer and LogicMonitor will execute this SOW on mutually agreed to terms and conditions.
2. The work performed under this SOW will be executed during business hours mutually agreed to by the LogicMonitor and Customer Project Managers.
3. Customer will provide appropriate access to physical locations and systems required by LogicMonitor engineers to perform tasks outlined in this SOW in a reasonable timeframe so as to not impact the project's schedule.
4. Prior to the start of this SOW, Customer will acquire all product licenses required for this SOW.
5. The content and format of all documentation and validation tests produced will be created according to LogicMonitor standard practices.
6. Customer project resources assigned to the project will remain consistent throughout the project. Any significant changes to Customer project resources may affect the project schedule, costs and may require a Change Order (CO) to be completed.
7. Customer and LogicMonitor will develop a mutually agreeable plan addressing when LogicMonitor engineers will be onsite. LogicMonitor recommends at least two (2) to four (4) weeks lead time to schedule consultants and make travel arrangements.
8. If a LogicMonitor engineer assigned to this SOW determines that there is a product problem that needs to be addressed during the delivery of this SOW, the LogicMonitor consultant will communicate the problem to either the Customer or the LogicMonitor product support team for resolution. Once the problem is turned over, the LogicMonitor consultant will not work on the identified product problem and will continue working on other SOW specific activities unless otherwise directed by Customer through the Change Order procedure.
9. For billing purposes, a person day is defined to be eight (8) hours per resource.
10. Customer is responsible for delivering any end user training not included in this SOW and for conducting User Acceptance Testing.
11. Customer is responsible for developing any end user training materials that are not part of the materials found in LM Academy and for training end users.
12. Customer is responsible for production deployment and go-live.

13. Customer is responsible for any organizational change management requirements that may result from this project.

Any change or non-compliance with the terms of this Assumptions section may negatively impact the estimated schedule, may cause an increase in the fees as outlined in the Labour Costs section, and provides LogicMonitor the right to terminate this SOW for its convenience. Customer shall pay LogicMonitor for services rendered and costs incurred through the date of termination. LogicMonitor shall provide Customer with written notice if any of these situations occur.

5 Deliverables

The following deliverables will be created and delivered based on LogicMonitor standard practices:

Project Plan

- Project scope
- Project management methodology
- Resource Overview (Team definitions and their responsibilities)
- Work Breakdown Structure (Kantata task tracker)

Status Reports

- General Comments
- Activities performed during the period
- Planned activities for the next reporting period
- Significant Issues/Risks
- Actions Items/Changes Needed

Design Documents

- Implementation Guidebook
- Inventory Workbook

Test Plan

- Uat tracker

Release Plan

- Project closure call
- Project closure email

6 Project Acceptance and Success Criteria

LogicMonitor warrants to Customer that the services shall be performed in a professional manner and in accordance with this SOW and applicable industry standards. LogicMonitor will consider the project complete and successful when any of the following criteria have been met:

- Deliverables conforming to the performance Completion Criteria of this SOW have been provided to the Customer, or
- The project is terminated by the terms of the SOW.

7 Change Order

All amendments to this SOW will be managed through CO. A copy of the CO form can be provided upon request. Increases to scope may result in increased professional fees. The CO will be completed by the LogicMonitor Project Coordinator and reviewed and approved via signature by both the LogicMonitor Project Coordinator and the Customer Project Manager.

Whenever there is conflict between the terms of a fully executed CO and those in the signed SOW or previously executed CO, the terms of the most recent fully executed CO will apply.

8 Project Risk Mitigation

LogicMonitor PS is committed to providing an exceptional Customer Experience throughout every engagement. To ensure a successful project that is completed on time and within budget, LogicMonitor recognizes the common risks associated that can impact delivery of the project.

- Rescheduling, canceling, or no-showing to scheduled sessions by the Customer
- Unallocated resources or low prioritization internally to complete assigned tasks
- Lack of access to project-related systems
- Scope extensions without sufficient planned budget
- Delayed feedback during UAT period to remediate identified issues

In an effort to mitigate the risks outlined above, LogicMonitor PS emphasizes the importance of **Project Preparedness, Communication, and Project Participation.**

Project Preparedness: As a collaborative effort, it is critical that Customers are prepared internally to provide the recommended inputs needed for a successful project. Here are some common items Customers can start preparing for in advance of Project Kickoff:

- If applicable, LogicMonitor PS will outline Project Prerequisites to be completed prior to the start of the project
- Ensuring internal stakeholders have been identified
- Access to systems needed for this engagement have been arranged
- Change Management processes that may impact the project have been identified and communicated to the LogicMonitor project team

Communication: Regular communication with the LogicMonitor Project Team and internal stakeholders will ensure that the project stays on track and resources can be adjusted accordingly. Remember and execute our “One, Two, Three” rule:

- **One:** LogicMonitor Professional Services can place a **1 time hold** on a project for up to 2 weeks of planned inactivity (at Customer’s request)
- **Two:** communicate with LogicMonitor Professional Services at least every **2 weeks** to avoid project being put on hold
- **Three:** give LogicMonitor Professional Services at least **3 days** advance notice if the Customer is unable to attend a scheduled working session. Failure to do so will result in the scheduled session time being deducted from the project.

Project Participation: Timely participation throughout the project by the Customer will ensure continued progression of completing key milestones.

- If applicable, LogicMonitor PS will outline Customer Responsibilities (Section 2) within the Scope of Work that will outline minimum customer participation commitments that should be met
- Ensuring internal stakeholders and resources have prioritized tasks that are dependent on customer side configuration

- Updates, acknowledgements and/or contributions should actively be shared to LogicMonitor's collaborative project workspace unless alternative communication arrangements are made with the LogicMonitor Project Manager

This Statement of Work will expire **6 months** after the estimated project schedule if the delay is the direct result of Customer acts, omissions or failure to perform any relevant obligations, including fulfilling any Project Prerequisites, Customer Responsibilities or communications detailed in Project Risk Mitigation guidelines. Expired engagements will be non-refundable and cannot be converted to credits for future Professional Services engagements.

9 Project Estimates

9.1 Timeline

This SOW will begin on a mutually agreed to date between Customer and LogicMonitor. A formal project timeline will be established prior to beginning the project.

Actual project start dates, milestones and completion dates are subject to prioritization, resource availability and coordination between LogicMonitor PS and the Customer.

The Customer understands that the timelines set forth below are estimates only and depend upon the Customers reasonable cooperation in the processes described in this SOW.

The following schedule is an initial term of estimated timeframe(s) required to deliver the items listed in this document:

9.1.1 Project Schedule

Item	Description	Estimated Timeframe
1	Accelerate Silver	5-8 Weeks

LogicMonitor PS Engagements are based on an initial term as outlined in the Project Schedule, commencing on the first working session scheduled after the Project Kickoff call between LogicMonitor and the Customer.

LogicMonitor will not extend the initial term due to delays of project delivery caused by Customer inability to complete Customer Responsibilities or maintain agreed meeting cadence. At the conclusion of the initial term, and each subsequent term thereafter, this project is available to be extended in (4) week increments by written notice at least (1) week prior to the end of the current term.

LogicMonitor shall provide the Customer with available extension options and invoice for the total amount agreed upon by LogicMonitor and the Customer. If applicable, LogicMonitor shall provide Customers with future invoices in advance of each Extension Term. Payment will be due upon receipt of the Extension Terms. LogicMonitor may suspend or cease delivery of Professional Services if payments are past due.

This Statement of Work will expire **6 months** after the estimated project schedule if the delay is the direct result of Customer acts, omissions or failure to perform any relevant obligations, including fulfilling any Project Prerequisites, Customer Responsibilities or communications detailed in Project Risk Mitigation guidelines. Expired engagements will be non-refundable and cannot be converted to credits for future Professional Services engagements.

9.2 Professional Fees

The costs for this SOW are created for the proposed scope outlined above using standard LogicMonitor fixed fee terms.

9.2.1 Fixed Fee Costs

LogicMonitor SKU	List Amount (USD)	Charge Amount (USD)
PS-SLV	\$7,500	\$7,500

Total Fees: \$7,500

9.3 Fees, Acceptance and Invoicing

The total agreed fees for the items identified in this SOW are indicated in Fixed Fee Costs (Section 9.2.1). LogicMonitor, Inc. shall invoice the Customer for fees hereunder. The Customer shall pay LogicMonitor, Inc. pursuant to the payment terms specified in the Master Agreement.

LogicMonitor, Inc. shall invoice fixed fee items up front.

10 Approvals

The parties may execute this SOW in one or more counterparts. The exchange of executed copies of this SOW or of executed signature pages to this SOW as an imaged document attached to an email transmission constitutes effective execution and delivery of this SOW and may be used for all purposes in lieu of a manually executed copy of this SOW.

THE PARTIES have executed this SOW through the signatures of their respective authorized representatives as of the latter of the two dates below.

Changes to scheduled services may be made up to two weeks prior to a scheduled Project start. Schedule changes and/or cancellations made within two weeks of the scheduled start may result in a change fee of 15% of the total Fees.

Customer	LogicMonitor
<i>printed name</i>	<i>printed name</i> Carol Lee
<i>title</i>	<i>title</i> CFO
<i>signature</i>	<i>signature</i>
<i>date</i>	<i>date</i>

Notes

¹ **Internal Web Check** - Basic: non-script, Internal Web Check using Basic or NTLM authentication (only), limited up to 3 Steps

² **LogicModules** - Core Modification: an existing, built-in (core) LogicModule modification, limited to the following use cases:

- Adding or modifying 1 DataSource [Datapoint](#)
- Manually adding 1 instance to a multi-instance DataSource, under 1 Device
- Adding or modifying 1 ConfigSource [Config Check](#)
- Adding or modifying 1 DataSource Datapoint or EventSource Alert Message
- Adding or modifying 1 DataSource or EventSource Filter

Preparation and Prerequisite Resources for New Customers

New LogicMonitor Customers can prepare for implementation by reading and downloading the following files:

- [LogicMonitor Implementation Readiness Recommendations for Enterprise Customers](#)
- [Top Dependencies for LogicMonitor Enterprise Implementation](#)
- Implementation Guidebook - A signed record of the required portal setup filled in by the customer for the specific requirements during the project. It is required to be filled out to enable the delivery of the customer portal. There will be guidance given and an opportunity to ask questions on the Guidebook during the project kick off call. Further details and guidance on this will be available via the Project Manager.
- Inventory Workbook - A record that will be used for data extraction to build group structures, import devices, provide collector counts and sizing, build user accounts, and default roles. Alternatively, if you already have a CSV export of your device inventory information similar to our document; you can provide us with that and we will review and process it to extract the relevant data we need to get started.

Terminology and Definitions

The following terms and abbreviations are used throughout this Statement of Work and within Professional Services engagements:

AE: Account Executive	SA: Solutions Architect
CO: Change Order	SE: Solutions Engineer
CSM: Customer Success Manager	SOW: Statement of Work
PM: Project Manager	TS: Technical Support
PS: Professional Services	UAT: User Acceptance Testing

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