

erwin Prepaid Data Intelligence Suite SaaS Subscription Services Package - Medium

Overview

The erwin Prepaid Data Intelligence Suite (DIS) **SaaS Subscription Services Package - Medium** is offered as a pre-packaged offering specifically designed to assist Customer with the ongoing implementation and configuration of the erwin Data Intelligence Suite after the initial QuickStart Package has been implemented. This service provides Customer with the levels of expert support required to address core functionality, provide for upgrades and migrations, expert assistance for enterprise roll out, and guidance for your continued DI journey.

The **SaaS Subscription Services Package - Medium** consists of assistance of up to Twenty (20) hours per year with the following:

- Upgrade(s) planning, communication and coordination
- Support for enterprise roll out, including support in scanning additional sources
- Best Practices guidance

The benefits of leveraging the erwin SaaS Subscription Services Package include:

- Enterprise road map and best practices expertise to support continued roll out across your organization.
- Quickly and effectively identify additional targeted technologies and their implementation requirements
- Accelerated enterprise-wide time to value
- Working together, we help you define your vision and operationalize it, so you can gain—and sustain—competitive advantage.

Activities Descriptions

The erwin PSO (Professional Services Organization) team will work closely together, in a collaborative and agile way, with the Customer project team to address the mutually agreed upon tasks and activities up to Twenty (20) hours a year. Tasks and activities will be outlined, prioritized, and estimated to ensure Customer's needs are being met. Including, but not limited to:

Upgrades

Our infrastructure specialists and technical consultants will support Customer to:

- Review and validate installation/upgrade options as available, including demos of new features and options.
- Coordinate with Customer resources in preparation for the installation/upgrade process

Support for Enterprise Roll Out

Our consultants and architects will work closely with the Customer-designated teams, end-users, and stakeholders to:

- Identify additional sources to be scanned based on Customer-provided use cases and direction
- Ensure Customer is licensed for all needed technologies

Conditions and Limitations

Limitations

- This erwin Prepaid Data Intelligence Suite (DIS) SaaS Subscription Services Package is a monthly erwin Professional Services subscription that provides up to Twenty (20) hours per year, and is valid for the term of Customer's erwin Data Intelligent Suite License if purchased as part of the erwin Data Intelligence Platform Subscriptions SAAS Medium 24x7 Hybrid Subscription Pack (MED-ERW-SK-HYB-247)
- Services shall not exceed Twenty (20) hours for each twelve month period, adjusted proportionately if the subscription term is not a multiple of full-twelve-month periods, unless agreed to in writing by the Quest Professional Services team.

Prerequisites and Assumptions

- The scope of any performed installation or upgrade is defined by the procured erwin DI Suite license.
- Scope of any managed services is per purchased and licensed DI Suite Modules.
- Services do not include Travel & Expenses. Travel & Expenses will have an additional cost if incurred solely due to a request by Customer and will be invoiced at cost. All travel must be preplanned through project management.
- If Customer desires the Quest team to perform the installation and/or configuration activities itself rather than guiding the Customer team in such activities, all VPN access, VDI/desktop access, standard and privileged accounts, and all other required connectivity must be set up and in place to ensure the Quest PSO team's activities can be completed remotely, and the Quest PSO team will not be responsible for any delay or inability to perform the activities to the extent caused by Customer's internal requirements to provide such access to the team. Otherwise, the Quest team will guide Customer IT resources through the defined activities.
- Customer will ensure relevant business and technical resources are identified and available to participate in defined activities, answer questions, and complete validation as scheduled or needed.

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