

Modern Workplace Transformation Service



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Confidentiality

All information contained within this document is owned by Crayon and the customer for their mutual benefit and pursuant to a working relationship which has been or may be established. It is anticipated that Crayon may disclose and deliver recipient documents, components, parts, information, drawings, data, plans, programs, specifications, techniques, processes, software, inventions and other materials, both written and oral, of a secret, confidential or proprietary nature, including without limitation to assure that the confidentiality of any Proprietary Information is maintained.

Terms and Conditions

This Statement of Work is governed by the Master Services Agreement as set out [here](#). Upon signature of this Statement of Work by the Parties, the Supplier will provide the Services as described herein.



1. Executive Summary

Crayon provides a Modern Workplace transformation service for customers which encapsulates numerous areas of the business to enhance collaboration, security, governance and change management and adoption.

Crayon conducted a Modern Workplace Assessment with various key stakeholders from the customer to better understand the current challenges they are facing and to provide solutions for these challenges.

Crayon work with the customer to identify some key objectives to be achieved in the next 12 months. For example, the customer may wish to achieve Cyber Essentials accreditation.

Following on from this, collaboration and productivity could also be an area in which the customer would like to improve across various departments within the business, to be able to work collaboratively on projects and co-author on documents and reduce the amount of communication done via email rather than using tools like Microsoft Teams and other Microsoft technologies.

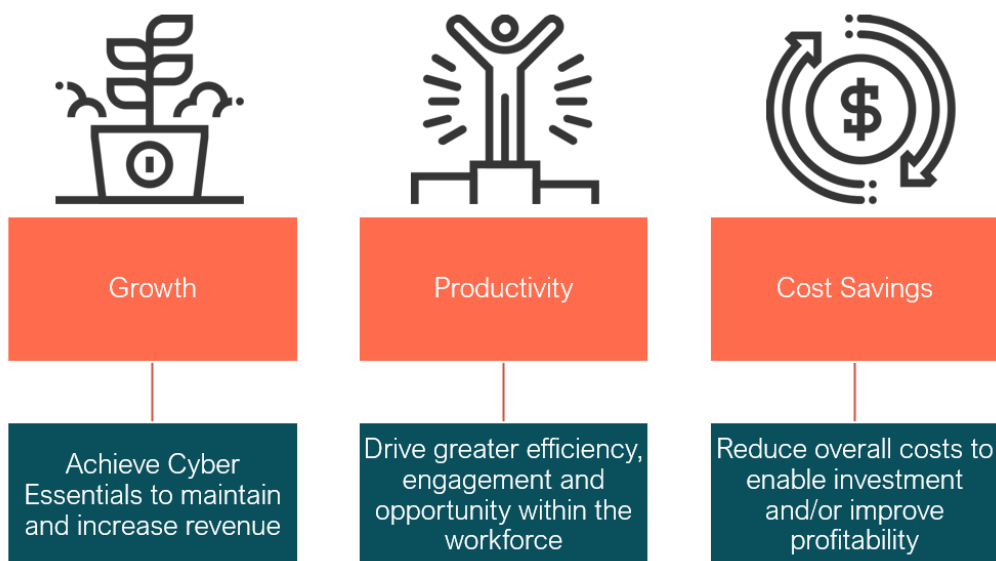
A cost saving coupled with improved collaboration with the current phone system could also be an area to improve at the same time increase the ROI on the investment made into the technology landscape.

A mobile device management strategy might need to be implemented and configured to secure devices and company data as well as reduce Shadow IT, monitoring sanctioned and unsanctioned applications.

Crayon will work with the customer to proactively optimise the licensing estate and support the ongoing transition throughout each project to ensure a smooth transition. Each project requirement will be scoped independently of each other and a SoW (Statement of Work) produced to confirm the technical work required to complete each phase of the transformation.

Throughout the next 12 months, Crayon will be the customers transformation partner and will help advise and implement the required changes to the customers environment. All this will be underpinned with our support offering, based in the UK along with dedicated project management support.

Example Of Three Key Transformation Outcomes



Crayon consultants have depth experience of organisations in various verticals embarking on transformation journeys with various business goals. The consultants will bring these experiences to bare in the workshop to show the art of the possible and equally, to help you navigate around some of the hazards that other companies have encountered.

Crayon would like the customer to view us as a trusted partner, to work together in harmony moving forward. As a result, Crayon are proposing to run these sessions as a gratis consulting engagement. The output will be a PowerPoint summarising the current technical landscape and then the optimal 'to be' position, along with a high-level roadmap.

As a minimum this will help Crayon produce a recommended strategy and approach for you to take forward for, but typically clients will partner with Crayon as they look to work through the roadmap. This often starts with a piece of work to build out the business case for the roadmap, in order to secure funds/headcount etc for the workstreams identified.

When looking at the topics in the workshops, Crayon recognises that the customer will have internal skills and existing partners for some of the topic areas. Crayon are not looking to replace the customers' existing partner unless requested to, but by having an overall picture it allows us to provide the best possible advice to achieve the business outcomes the customer is looking for as opposed to the one off, standalone point solutions.

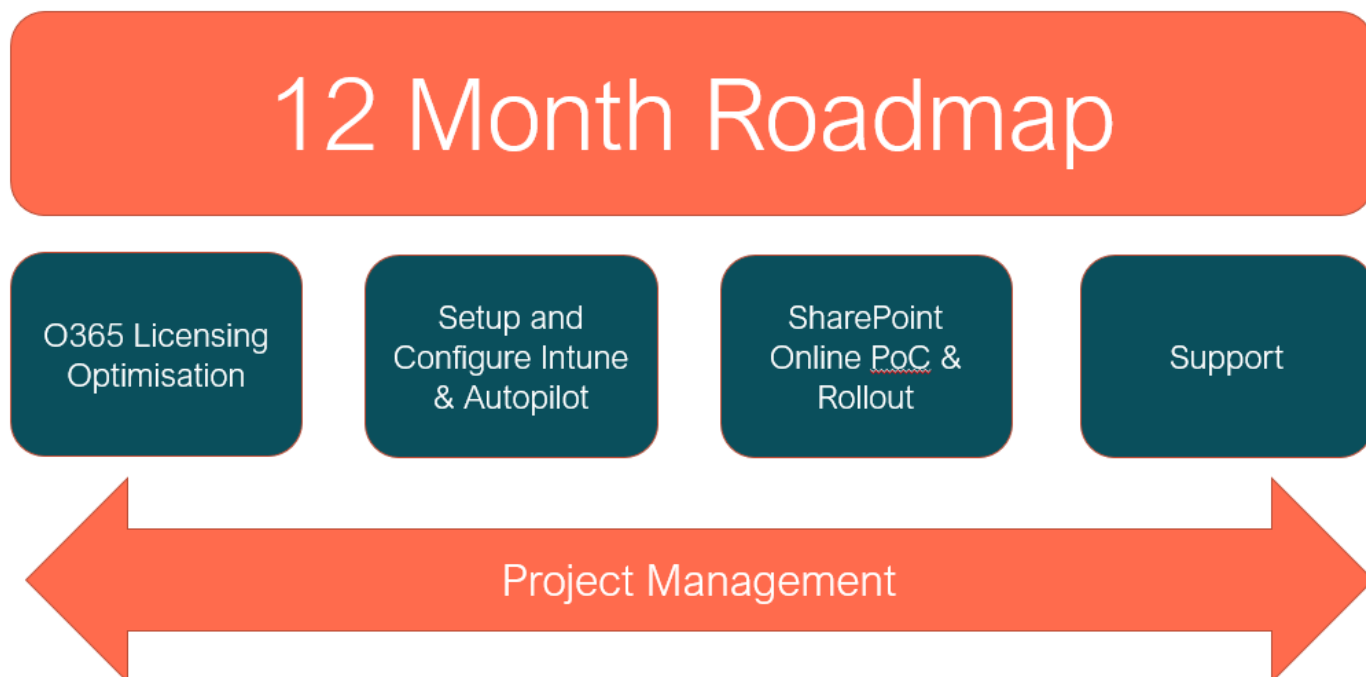
2. Example Scope

The below is an example of what could be in scope with Modern Workplace Transformation Service.

In Scope
Separate scoping and discovery call for Intune, SharePoint PoC (Proof of Concept), Teams Voice followed by configuration and implementation
Onboarding of Empower-iQ
Onboarding of O365 Optimisation Dashboard
Monthly License Optimisation Professional Services time
FoC – 3 months end-user operational support to help with the transformation
Project Management

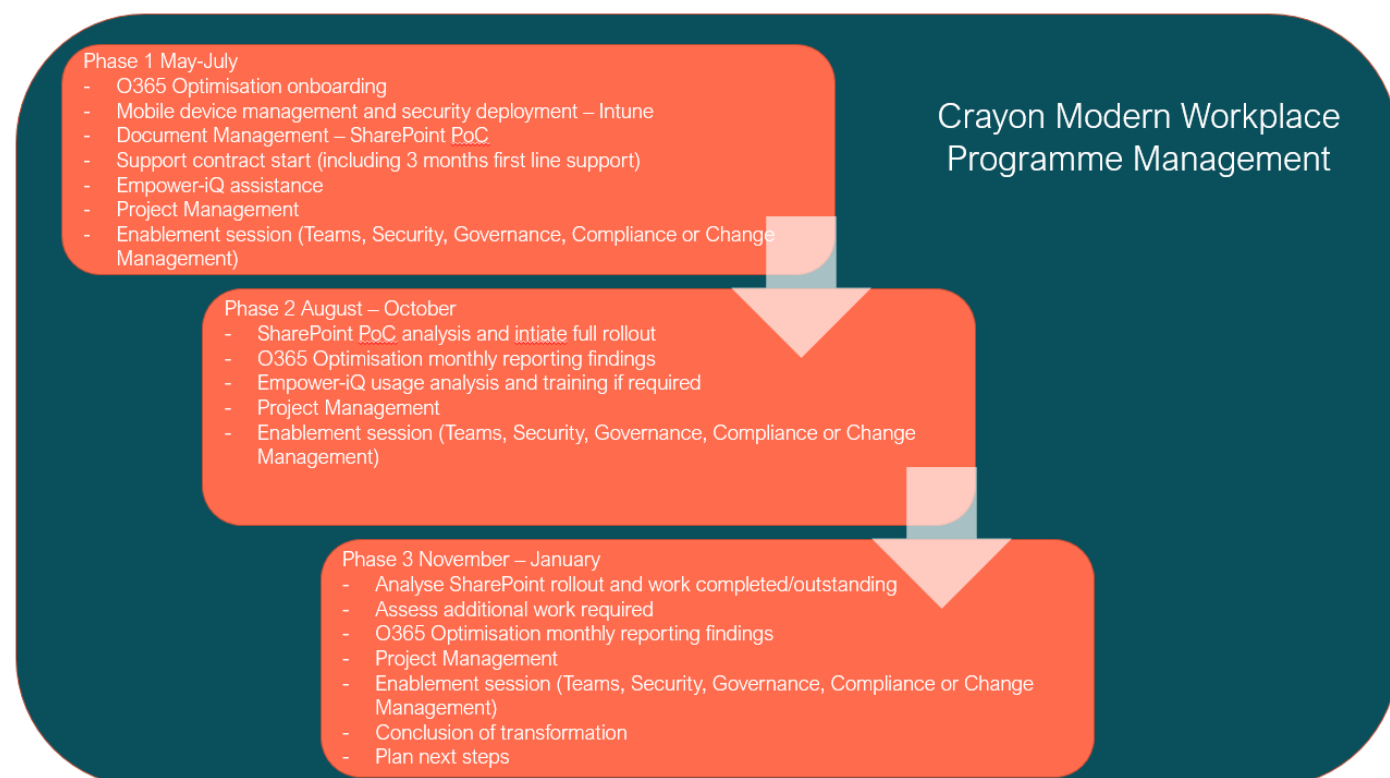
Projects Identified

As a result of the Modern Workplace Assessment, Crayon will present back to the customer with the proposed projects to be completed over the next 12 months, such as the below:



12 Month Estimated Project Timeline

Proposed timeline is front loaded to ensure the customer get as much value from the programme as soon as possible as opposed to it being tied to the commercials

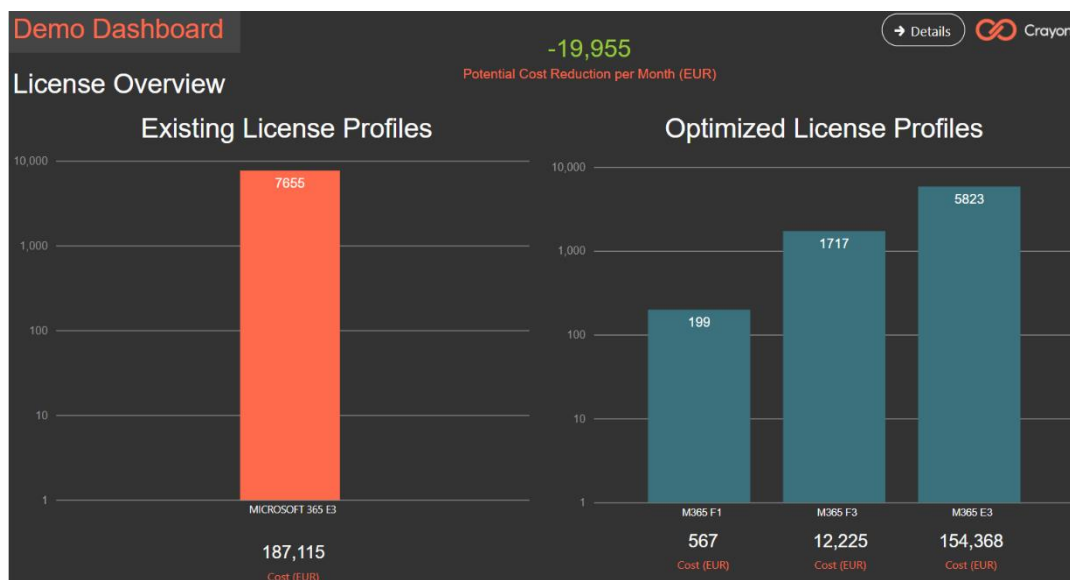
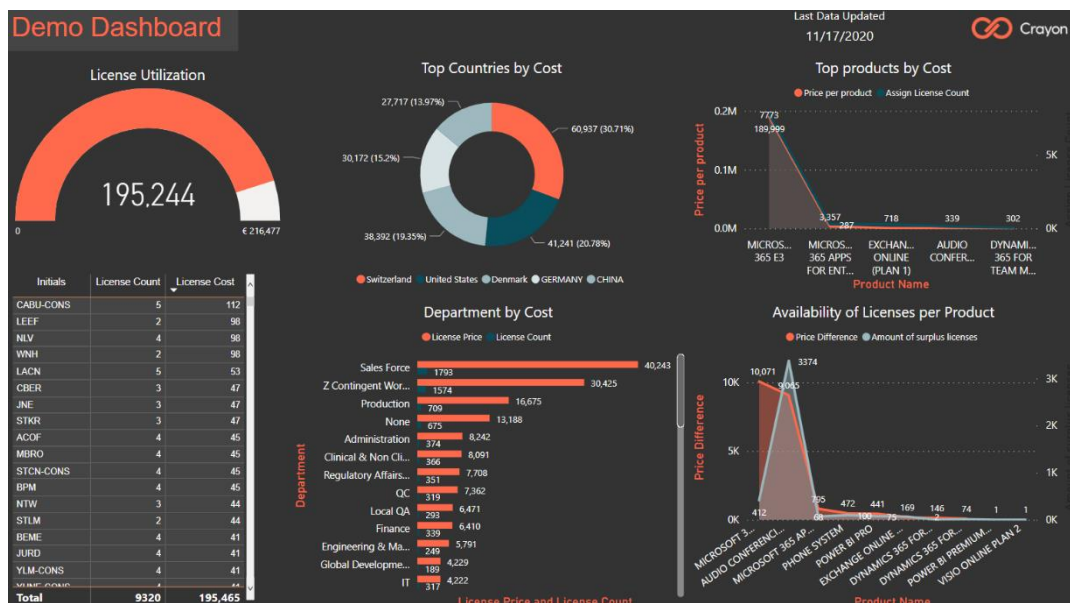


O365 Optimisation Dashboard

On a monthly basis, Crayon will work with the customer to ensure the licensing estate is optimised, identifying cost savings and implementing these changes in a timely manner, in agreement with the customer.

The O365 Dashboard will produce a report based on current license entitlement, the departments the licenses are associated to, spend per department, inactive users, low Exchange Online and OneDrive usage which will all contribute to providing recommendations on which licensing amendments need to be made to ensure a fully optimised estate. In total, 12 dashboard outputs are generated per report, per month.

As part of the transformation, Crayon will onboard the customer and demo the full capabilities of the dashboard. Monthly cadence calls between Crayon and the customer will be scheduled to discuss the recommendations that have been suggested.

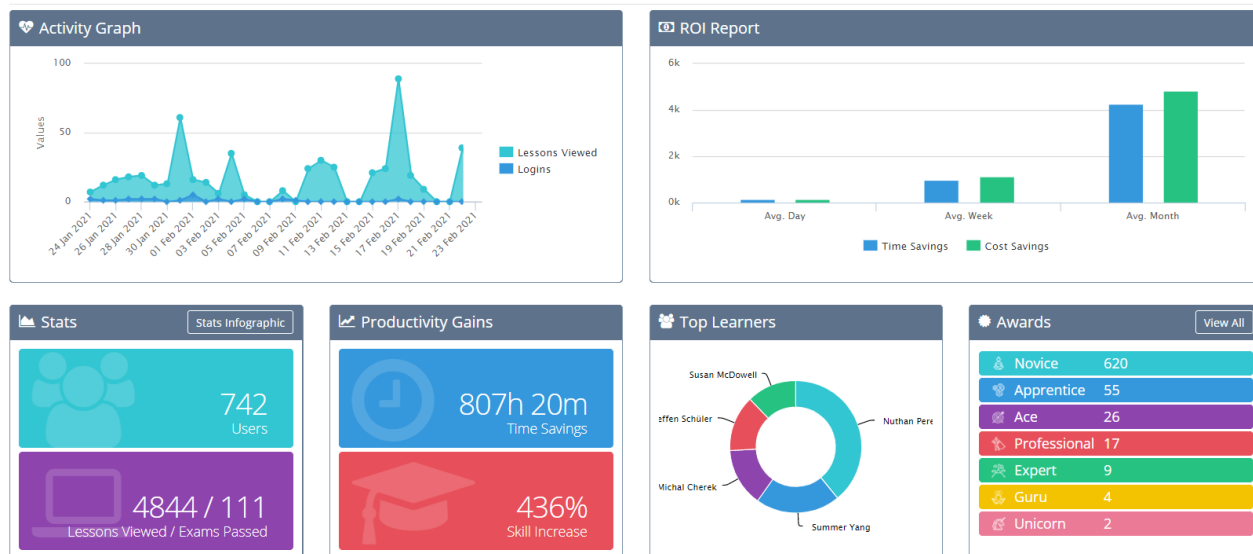


Empower-iQ – End-User Adoption

Crayon's Empower-iQ service provides learning and adoption of Microsoft technologies while creating a sustainable mechanism supporting organizational change. This is achieved by using the principles of change management and the premier online learning and adoption platform.

The service will help the customer get the most the investment made in Microsoft technologies and can be used to drive adoption and awareness.

Empower-iQ is an end-to-end service which not only drives initial adoption but provides a sustainable platform to support ongoing learning and development, driving measurable, companywide, productivity, communication and collaboration.



3. Success Criteria

The below criteria will determine the successful completion of the deliverables for each project:

Success Criteria	
1 Planning & Preparation	
1.1	Kick off engagement with kick-off call/meeting
1.2	Set project plan
2 Discovery	
2.2	Discovery Workshop call specific to each scoped project
2.3	Review of environment and objectives
2.6	Creation of initial report
3 Validation	
3.1	Validation Call (If Required)
4 Analysis & Presentation	
4.1	Creation of Deliverable Materials
4.2	Prioritised Action List
4.3	Findings & Recommendations Presentation

4. Commercials

Service Credits

12 Month Transformation Project	Rate
Project delivery of scoped requirements Dedicated Project Management O365 Optimisation tooling and implementation of identified savings Empower-iQ (max 600 users) 3 Month End-User Operational Support (FoC in addition to the support contract already agreed) – Aim is to ease any operational burden during the initial transformation phase 4 Workshop Enablement sessions (Teams, Security, Governance, Compliance, Change Management) (Service credits applied)	To be defined based on requirements.

All pricing is valid for 30 days from issue of this document. After 30 days a new version must be issued with updated pricing for any signatures to be considered valid and the service to take place. All prices are exclusive of VAT and Expenses

The terms and conditions for engagement are contained within this following proposal, Master Services Agreement and Non-Disclosure agreement. All contracts will be governed by English Law and be subject to the exclusive jurisdiction of the English and Welsh courts.

5. Invoice Schedule

Throughout the 12-month engagement, the customer and Crayon will work together and agree on timelines on each individual project to ensure projects are delivered in a timely manner.

Milestone	Invoice Date	Invoice Amount
In Advance of Service	TBC	££
Quarterly Payment 1	TBC	££
Quarterly Payment 2	TBC	££
Quarterly Payment 3	TBC	££
Total		££

Specific Terms

Specific Terms	
1	The customer will provide a single point of contact for all aspects relating to delivery. For example, building and systems access, health and safety as needed to perform the role.
2	If the customer cancels or postpones a Crayon resource during the three Business Days prior to Crayon dispatching that resource, the customer shall pay Crayon's non-recoverable costs incurred as a result of the postponement/cancellation. For example, pre-booked hotels, and if Crayon can't redeploy the resource on other projects, the customer will at Crayon's discretion charge for the lost days. E.g. If a resource is booked for Monday to Friday the customer cancels on the Monday morning then Crayon reserve the right to charge for 3 days at standard rate detailed in the rate card in the event that Crayon cannot redeploy the resource to another project.
3	All work will be carried out during UK Business Hours 9:00 to 5:30 excluding public holidays unless otherwise stated.
4	Out of hours work and shift work is excluded from this engagement, unless specifically called out in the rate card and Engagement description.
5	Hourly overtime, beyond a seven and half (7.5) hour Business Day, starting at 17:30 is chargeable at a rate calculated at one and a half (1.5) times the daily rate divided by 7.5 unless otherwise stated. However, this should be agreed with the Crayon account manager prior to commencement.
6	Overtime work performed during weekends and public holidays is charged at two times the Business Day rate unless otherwise stated.
7	Travel time and cost, to and from the customer primary place of work, up to 25 miles (distance travelled not direct), each way, is included in the day rate.
8	Expenses related to travel beyond the 25 miles limit; subsistence and materials that are incurred while carrying out this engagement are not included and will be charged on the actual cost's incurred.
9	Until the expiry of 12 months after the termination of this engagement, the customer will not solicit the employment or services of any Crayon resource, personnel, contractors or sub-contractors that have been engaged in the provision of this engagement to the customer Liquidated damages for breach of this provision are agreed at twenty-five per cent (25%) of the annual gross salary for such resource while employed by Crayon. The parties hereto agree that such liquidated damages are a reasonable pre-estimate of the losses incurred by Crayon due to a breach of this non-solicitation obligation by the customer.
10	In the event of any conflict between this proposal and Crayon's standard terms and conditions of sale, the terms of this proposal shall prevail.
11	The customer agrees to support Crayon in the creation of case study material for use in marketing and publication regarding this project. No material produced will be shared without the customers final approval

Table 71 - Specific Terms