



Service definition document  
for Xledger Associated Implementation  
and Support Services

for

COMPANY NAME HERE

PASTE COMPANY LOGO HERE

# 1 Document Information

## 1.1 Version History

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Company Confidential

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### 3 Professional Services

A package of professional services is proposed based on Xledger's knowledge of the Customer's requirements and experience with previous projects.

Professional Services	Unit Quantity	Rate	Unit	Discount	Total
Product Training Consultancy as detailed in Schedule A	0	£ 1,050.00	Days		£ -
E-Learning tool - Equip - as detailed in Schedule A	1	£ 2,800.00	Each		£ 2,800.00
Implementation Consultancy (estimated) as detailed in Schedule B	0	£ 140.00	Hours		£ -
Data migration consultancy as detailed in Schedule C	0	£ 140.00	Hours		£ -
Project management as detailed in Schedule D	0	£ 3,000.00	Months		£ -
Hypercare as detailed in Schedule E	0	£ 1,250.00	Months		£ -
Integration with external systems as detailed in Schedule H	0	£ 140.00	Hours		£ -
Expenses for onsite training and consultancy as detailed in schedule G		As incurred			
<b>Total</b>					<b>£ 2,800.00</b>

#### Payment terms

- All costs are subjected to VAT at prevailing rate.
- The minimum contractual duration is 1 years.
- The Subscription Fee is payable monthly in arrears, at a fixed rate, from the Effective Date of the Order and in accordance with the General Terms, based on the estimated usage levels provided by the Customer in Appendix 1. After go-live the software is charged based on actual usage in the month, but no less than the contracted monthly value stated in Appendix 1. Invoices are raised at the end of each month based on the usage during the month.
- For Professional Services invoices will be raised at the end of each month based on the services delivered during the month.
- Payments are due within 30 days.
- Discount Terms
  - The discount given above applies throughout the implementation project from kick-off to close
  - The discount given above applies for a minimum monthly subscription fee stated in the SaaS Order

### 3.1 Schedule A - Product Training

To support the implementation and testing of the system, your implementation team will be provided with access to Xledger's E-Learning System 'Equip' for training.

- (A maximum of up to 8) users will be provided with access to Equip during implementation.
- Access to Equip will be provided to your implementation team from "Project Kick-Off" to "Project Close".
- Additional licences are available on request.
- Equip will provide the implementation team with the knowledge of core areas of functionality in the Xledger system
- Consultancy time focusing on the core areas learned about in Equip will be scheduled as part of the implementation. Please see Schedule B for further details.
- All training can be completed using Xledger's standard training environment and materials. Access to these materials will be available throughout the project.

The aim of the training is to give the COMPANY NAME HERE's implementation team the knowledge to be self-sufficient in their use of Xledger. The approach we take for training is based on "train-the-trainer" i.e. we train your Super Users to be self-sufficient in their use of Xledger.

It is assumed that appropriate representatives from COMPANY NAME HERE complete the training.

For training courses that require further collaborative input during the session, days or hours will be scheduled with your consultant as required depending on the area of Xledger.

Should a client require bespoke training, this is available on request at an additional cost.

## 3.2 Schedule B - Implementation Consultancy

### Overview

An Xledger Consultant will be assigned to work with you. Your Consultant is responsible for understanding what you need to achieve, across the different business processes, and advise on how to do this within the software. Your Consultant will take into account:

- Analysis and reporting requirements.
- How processes will operate.
- Best practice for maximising efficiency.

Your Consultant will lead the design workshops, work with you to configure the product, help you in the verification phase and throughout the project.

The amount of consultancy required from Xledger will depend on how the work is split between Xledger and COMPANY NAME HERE, how much time is spent considering and prototyping different approaches, the scope of modules included, number of different processes that are to be covered and how quickly the project team become proficient in their use of Xledger. Our estimate is based on similar projects of this size and takes into account the following specific design considerations:

### Project Assumptions

- Multicompany - (number of entities and holding companies), (state whether the majority of configuration is completed in the holding company)
- Multicurrency - (state number of reporting currencies), (state whether multiple transactional currencies)
- Chart of Accounts - (state whether there is going to be a significant change to the chart of accounts), (state whether there will be a migration from a single to multi-dimensional analysis), (state whether the customer is using the out-of-the-box chart of accounts.
- Scope of purchasing – (state whether customer is currently utilising PO's), (state whether they plan to utilise GRNs, and/or workflow)
- Scope of project – (state whether customer is planning on using, timesheets, project billing and project costing), (state whether project is used only for GL analysis purposes)
- Scope of logistics – (state whether ordering, inventory and Bill of Materials will be utilised)
- Project – (State the length of the project in months including implementation time, period of hypercare and close)
- The modules to be covered as part of the implementation include: General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets, Project, Timesheets, Resource Planning, Reporting, Invoicing, Sales Orders, Stock, XRM, Bank, Budgeting, VAT, Expenses, Purchasing and Workflow
- The modules not included in the implementation are:

To be confirmed following Needs & Ambitions Workshop

Estimated Implementation Consultancy requirement	Unit Quantity	Unit Rate	Unit	Total
Hourly charge for consultancy	0	£ 140.00	Hours	£ -

Xledger will only invoice for the days or hours used. If as the project progresses it is evident that the hours are being used more quickly than expected then this will be flagged up by the project manager and the parties will agree an appropriate course of action.

It is assumed that the Implementation Consultancy will be provided "Off-Site" i.e. the Consultant will work at the Xledger premises. We are also able to deliver consultancy at the Customer's premises. This will be charged at the rate of £140 per hour and expenses will also be charged as detailed in Schedule G.

## 3.3 Schedule C - Data Migration

### Overview

Xledger includes tools for importing data from external systems, the use of which is included in the training program. To support COMPANY NAME HERE's data migration, Xledger will provide up to 10/40 hours timeboxed consultancy support to assist with the migration of Fixed Registers Opening Balances and Historical Data Migration.

Additional technical consultancy assistance in transferring the data can be provided if that is required.

Data migration services fall into 3 categories:

### Configuration / Fixed Registers

Data that is set up in Xledger as part of the configuration can be entered manually or imported using standard templates. Your implementation consultant will help you identify which registers need to be populated, which fields are required to be populated and any background setup that is needed to support your requirements.

This includes for example:

- Customers and customer groups
- Suppliers and supplier groups
- Accounts and account groups
- GL posting object values
- System object values
- Link values
- Products
- Projects
- Employees
- Rates
- Fixed assets
- Depreciation rules

### Opening Balances

Accounting data that is required in order to go live can be entered manually or uploaded using standard templates. This is typically done as part of the go-live stage, taking into account the cut off from existing systems and reconciliation of closing balances

This includes for example:

- Opening balances for balance sheet accounts
- Unpaid supplier and customer invoices



## Historical Data:

It is possible to import historical data into Xledger. This can be transactions or balances. Your implementation consultant will be able to advise you on the different options.

## Responsibilities:

It will be the responsibility of COMPANY NAME HERE to:

- Extract the data to be migrated from external systems
- Cleanse the data to remove unwanted records
- Define the mapping of the data to the Xledger structures
- Verify that the imported data is both accurate and complete

Additional Xledger technical consultancy assistance is available on an hourly basis to:

- Transform the data to the Xledger format
- Map the old codes to the new codes based on the mapping rules provided
- Load the data into Xledger demo environment
- Load the data into the Xledger live environment

The timeboxed price for Xledger technical consultancy assistance to support the data migration for fixed registers and opening balances, is:

Estimated data migration consultancy	Unit Quantity	Unit Rate	Unit	Total
Workshop	0	£ 140.00	Hours	£ -
Fixed registers			Hours	
Opening balances			Hours	
Historical data			Hours	
Total	0			£ -

### 3.4 Schedule D - Project Management

To be amended for each customer:

Project management is available at a fixed monthly fee. The following is included within the scope of that fee.

We anticipate that a project manager will spend 24-30 hours per month supporting the project.

During the planning phase of the project, the following output will be delivered.

1. Attend a kick-off meeting
2. Establish a project plan and initial resource planning
3. Prepare Project Initiation Document (PID)

Ongoing activities include:

1. Weekly Project meetings
2. Project Status Reporting
3. Manage ongoing resource planning
4. Report to project sponsor at key milestones
5. Manage change control
6. Approving project hours weekly

Other activities include:

1. Attend planning workshops
2. Attend readiness assessment
3. Manage the transition from project go-live to hypercare and then support
4. Attend the project close meeting.

Project Management to be provided	Unit Quantity	Unit Rate	Unit	Total
Monthly charge		£ 3,000.00	Months	£ -

Additional project management will be charged at £140 per hour.

If the elapsed time of the project, from initiation to go-live, extends beyond the agreed time, resulting in an increased workload or extended scope, then project management time will be charged on an hourly basis.

### 3.5 Schedule E - Hypercare

For the first 2 months following go-live an enhanced support service, called 'Hypercare' will be provided by Xledger. This includes additional assistance in the first 2 months of live operation to:

- Assist users the first time they use the system
- Answer ad-hoc questions
- Provide tips on efficient practice

During these two months, after submitting a ticket via the Customer Support Portal, the Customer's project team will have direct telephone / MS Teams access to a support consultant, in addition to the Customer Support Portal service. This service is designed to help with the following issues:

- Quick questions e.g. remind me where I go to match an open item?
- Refresher training for users who have attended the training course in a particular area but can't remember in detail what was covered.
- In-depth discussions of functionality being used. E.g., how do the reporting structures link with system accounts?
- Tips on efficient practice.
- Reminders of in scope functionality available.

A member of the Xledger team will be responsible for monitoring activities on a weekly basis during this phase and will update COMPANY NAME HERE to review progress, resolve issues and assign ongoing tasks. Hypercare is not meant to be a replacement for implementation consultancy, training or testing. Xledger reserves the right to charge on an hourly basis for services which fall into these categories. This includes the following:

- Training for users who have not attended Xledger training previously
- Training on areas of the system that were out of scope of the implementation
- Completion of implementation tasks
- Reconfiguration of the system

In addition, if the Xledger team advise that the implementation is not ready to go live, or that the users involved do not have a sufficient level of competence then support will only be provided on an hourly chargeable basis. Hypercare cannot exceed 15 hours in a monthly period.

The Hypercare service operates from 09:00 to 17:00 during normal UK working days. For all queries raised by COMPANY NAME HERE during the Hypercare period the aim is to respond to all issues within an hour. The charge for Hypercare is as follows:

Hypercare duration	Unit Quantity	Unit Rate	Unit	Total
Monthly charge	2	£ 3,000.00	Months	£ 6,000.00

### 3.6 Schedule F - Support

Once Hypercare ends, support will be provided through the normal service. For ongoing questions about the software, help with resolving specific problems and advice on new areas, the customer's appropriately trained users have two sources of support:

- Online help within the Xledger product provides field by field documentation, troubleshooting and FAQs.
- The Xledger Customer Support Portal facility allows users to log queries and track responses.

Details of response times are included in the attached terms and conditions.

It is assumed that COMPANY NAME HERE will appoint Primary Support Contacts who will be the first point of contact for all support queries and will handle first level support queries. The Primary Support Contacts will then place calls on the Xledger support desk as required.

### 3.7 Schedule G - Expenses

- Any services provided at COMPANY NAME HERE's premises, or other locations specified by COMPANY NAME HERE will be subject to expenses.
- Car travel will be charged at 45p/mile
- Other forms of transport, overnight accommodation and reasonable meals will be recharged to the customer as incurred. Any overnight stays will be agreed with COMPANY NAME HERE in advance.
- Expenses will be charged along with the services to which they relate.

### 3.8 Schedule H - Integration with External Systems

Training in the use of the Xledger data import tools is provided as part of the training schedule outlined in Schedule A. The use of the Xledger webservice for exporting and importing data is included in the software subscription.

Additional services are available, depending on the level of integration with external systems that is required, the technology of the external systems and the skills available within COMPANY NAME HERE.

Delete as appropriate

Option 1

Integration with external systems is not included

Option 2

Design workshops will be run to agree the specification for integration with the following external systems:

List the systems to be included

- ...
- ...

This will cover:

- configuration options within Xledger to support the integration
- documentation of the data transfer process
- mapping of the data fields
- specification documentation

Programming of the interface, exporting data from the external system and importing data into the external system, and automation of the data transfer process is not included.

Option 3

Design workshops

CMA subscription

Development of workflows by CMA

Specifications and Project management of the process