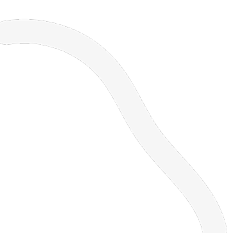
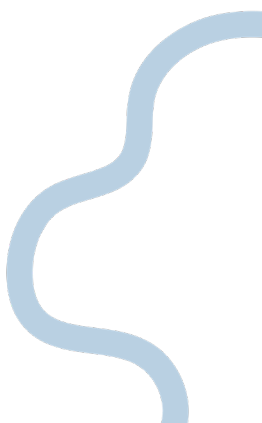




4 ROADS

ANY COMMUNITY TO
VERINT COMMUNITY
MIGRATION SERVICE

Service Definition



1.1. About the Service

4 Roads provide structured migration services to transition online communities from established third-party community platforms into Verint Community. The service supports the assessment of the source platform, data mapping, extraction of community content and user data, transformation where required, and import into Verint Community using supported tools and APIs. Migration activities cover content, structure, metadata, and permissions, and are delivered using a controlled, repeatable approach designed to minimize risk and disruption.

Data for migration is provided by the buyer using supported export mechanisms from the source platform. This may include database exports, structured file exports, or access to data via secure file transfer or APIs, depending on the capabilities of the source system. The migration approach is agreed during discovery to align with the available data formats and access methods.

The service is dependent on the source platform's supported export capabilities and does not include bespoke development to replicate unsupported features.

1.2. About 4 Roads

4 Roads is a digital technology and consulting firm specializing in the delivery of customer engagement and experience solutions. For more than 14 years, 4 Roads has worked closely with Verint and other partners to support organizations in the implementation, configuration, and optimization of enterprise-grade cloud services, including online communities, knowledge management platforms, and intelligent virtual assistants. Our approach combines strategy, design, and technology expertise with deep delivery experience to help public-sector and private-sector organisations realise value from their cloud software investments. 4 Roads' team brings a strong track record of delivering tailored solutions that meet specific operational objectives and support long-term adoption across users and business functions.

1.3. About Verint

Verint is a global provider of customer engagement and experience automation solutions that help organisations improve service quality, drive operational efficiency, and strengthen relationships across digital and assisted channels. The Verint Open Platform delivers AI-powered automation, analytics, and engagement workflows that support contact centres, knowledge management, virtual assistants, and community platforms. Trusted by thousands of organisations worldwide, Verint's technology helps clients increase self-service, enhance staff productivity, and delivers consistent and personalized experiences for customers and users. Verint's solutions are designed to integrate with enterprise systems and support strategic business outcomes in a range of sectors, including public services

1.4. Verint Community

Verint Community is a vendor-hosted Software as a Service (SaaS) community and collaboration platform.

The service includes platform access together with supplier-delivered onboarding, configuration, and implementation services.

Buyers access the service via a supported web browser. The platform supports integration using RESTful APIs.

Pricing for this service is based on standard catalogue rates as published in the pricing document. Volume-based pricing or alternative pricing structures may be agreed at call-off stage, provided they remain consistent with the pricing methodology and transparency requirements of the G-Cloud framework.