

Swimlane Service Delivery Terms and Conditions

Swimlane Services Overview

Swimlane services (“Services”) are paid services including one-time professional services, training services, or subscription services. This document sets forth the standard deliverables and terms and conditions of each Service.

It is expected that customers would typically purchase a one-time installation service “Implementation Service” based upon their product tier purchase. Additionally a TAM service is typically purchased for ongoing customization and consultation, unless certified service delivery partners are leveraged and can perform service delivery, or customers have swimlane experience on the specific product that was purchased. Swimlane Technical Support does not provide installation, configuration, and ongoing customization.

All services provided are performed remote and may require Swimlane access to customer systems to perform service delivery. If access is not allowed or possible, customers are responsible for proper installation, configuration, and ongoing customization.

Swimlane may use third-party service delivery partners for certain services and the service may be delivered by many different geographical regions.

When customers select to use partners for installation, configuration, and ongoing customization, or select to perform delivery on their own, or in systems where access is not allowed or possible for Swimlane to assist, customers are responsible for proper playbook execution, and if playbook issues occur, it may require playbook termination by Swimlane, for playbook execution-design failures leading to performance issues.

Professional Services General Types

Professional services are paid services, offered and delivered as remote fixed-fee professional services, or remote subscription services:

- Fixed-fee professional services provide a defined set of deliverables that follow a standard set of deliverables, typically as a one-time service, as described in this document. No SOW (Statement of Work) is required.
- Subscription professional services provide a defined amount of ongoing access to expert Professional Service Engineers. No counting of hours or SOW (Statement of Work) required.
- Training Services provide access to online educational content, and are provided on a subscription basis.

Implementation Service Deliverables

Fixed Fee Professional Service

- The Implementation Service is a one-time service focused on the implementation of pre-built foundational use cases, designed to provide the quickest customer value, and enable further customization.
- The Implementation Service is not a customization service, and requires a TAM subscription service for ongoing consultation and customization.
- The Implementation service typically starts and completes within the first 30 days of product purchase.
- If customers also purchase a TAM service, the Implementation service is simply extra focused hours during the first 30 days of the TAM delivery.
- Implementation Service deliverables will be aligned to your product tier purchase as follows:
 - Base/Standard = Up to 20 hours of installation and configuration delivery
 - Advantage/Plus = Up to 40 hours of installation and configuration delivery
 - Premium/Pro = Up to 60 hours of installation and configuration delivery
 - Enterprise/Elite = Up to 80 hours of installation and configuration delivery

TAM Service Deliverables

Subscription Professional Service

- The TAM service is a 12-month paid subscription service, delivering professional services, and mostly focused on customization of your solution to achieve the highest value on an ongoing basis. Think of a TAM as an augmentation to your team as a Swimlane expert.
- The TAM service is a shared resource, and is sold in fractional units, meaning it is a part time designated resource, not a dedicated resource and is shared across other accounts. Purchase fractional TAM time: 5,10,or 20 hours a week.
- The TAM is a business-hours service delivery resource focused on platform customization for enhancing customer specific use-cases and playbooks. This requires ongoing engagement, so the subscription model is best, over traditional one-time project-based services. Customer's needs will change, and the product changes, so a continual consulting service ensures the highest product value.
- A TAM starts day one of the service period, and there should be no delay. because of administrative process or other services purchased.
- TAM is a business-hours, technical resource primarily focused on Professional Services platform customization, but can also provide business-hours technical support on important issues.
- A TAM service complements one-time services, such as the Implementation Service, by providing platform customization tailored to specific customer desired outcomes.
- TAM service options include a Global TAM, US-based TAM, and US Cleared TAM, depending on customer type and requirements.
- TAM Support Hours: A TAM provides agreed-upon business-hours support. Contact the 24x7 support team for normal escalations, non-business hours support, or support when the TAM is unavailable.

Training Service Deliverables

Subscription Professional Service

- A one year subscription to access all online self-service training content, based upon a select number of users. Includes:
- All product training content via an online learning management system
 - Offers self certification and proctored certification.
 - Unlimited user access per paying entity, for the duration of the subscription, priced per company product subscription size

Professional Services Terms and Conditions

General Professional Services Terms and Conditions

- All services have a fixed expiration date and expire even if unused, one (1) year from the beginning of the service start date.
- All services are performed remotely, unless explicitly agreed to, as part of a custom professional service.
- Customers must provide remote access to systems and as well as access to key personnel required to complete any service. For local systems, where remote access is not allowed or available, customers must perform system configuration with guidance from Swimlane service teams.

Implementation Service Terms and Conditions

- All Implementation services have a fixed expiration date and expire even if unused, one (1) year from the beginning of the service start date.
- The Implementation service does not provide platform customization, You must purchase the TAM service subscription for ongoing customization assistance.
- The Implementation service's successful completion is dependent on customer meeting defined onboarding prerequisites. The Implementation service will not commence until after the customer validates that they have met all the prerequisites.

TAM Service Terms and Conditions

- TAM's provide weekday business-hours assistance, as a named technical contact, primarily focused on platform customization.
- A back-up TAM resource will be identified in the event the primary TAM is unavailable.
- TAM's observe Swimlane regional holidays and customer observed holidays.
- TAM Service start date: The TAM Service starts on the same day as product subscription or license start date for new accounts and will not be delayed or scheduled to start at a later date for any reason.
- TAM service subscriptions will be aligned to platform subscription dates, or co-termed to align to platform subscription dates in partial years.

Legacy Hourly Professional Services Terms and Conditions

- Hourly professional services are not standard and require an exception-approval to be sold and delivered.
- Hourly professional services require a signed SOW (Statement of Work) that defines the specific deliverables.
- Time is accounted for in 15-minute increments and will have a minimum duration of 30 minutes. Time is accounted for in real elapsed time, with appropriate multipliers applied to determine billable hours.