Implementation and Ongoing Support

The parties will exercise commercially reasonable efforts to complete the following activities:

SaaS SERVICES
These activities represent the full customer experience of initial implementation, onboarding and training, and ongoing hosting, and support occurring during the subscription term of each Order Form.

1) Company Responsibilities Under SaaS Services

a. *Implementation and initial configuration,* including:
   A) Provision instance(s) of Company Solution
   B) Provide Customer connectivity to the Company Solution
   C) Conduct discovery workshop(s) with Customer
   D) Provide guidance and best practices to assist Customer in configuring standard platform capabilities consistent with Customer's desired workflows
   E) Align with Customer on intended configuration approach and implementation timeline for onboarding to standard platform capabilities
   F) Assist Customer in connecting available data sources to the Company Solution using standard platform interfaces and configuration tools
   G) Enable Customer to connect supported systems to the Company Solution through available APIs and standard connectors
   H) Configure standard platform views and components consistent with Customer's selected configuration options.
   I) Configure initial RiskOps components, including rules, goals and/or appetite factors and train Customer admin on self-service of said components
   J) Configure initial dashboard for Customer desired metrics, and train Customer admin on self-service of ongoing dashboard edits, upkeep or additions
   K) Provide onboarding assistance during the initial implementation period to support Customer configuration of the Company Solution
   L) Configure authorization, sign-on and permissioning for Authorized Users and User Roles
   M) Support Customer validation activities to confirm access to and functionality of standard platform capabilities prior to Customer's production use.
   N) Make the production environment available for Customer use following completion of initial configuration activities.

b. *<u>Hosting of Federato RiskOps Underwriting Platform, including:</u>*

   A) Ongoing hosting of the Federato RiskOps Underwriting Platform on a single tenant private cloud instance with Company's then-current cloud hosting partner (currently Google Cloud Platform (GCP))

c. *<u>Onboarding and Training of Authorized Users, including:</u>*
   A) Conduct and complete training to prepare the initial group of Authorized Users for access and use of the Company Solution
   B) Make training collateral and/or information accessible to Customer
   C) Conduct and complete training to prepare Customer Admin users access and use of the Admin Portal capabilities in the Company Solution

d. *<u>Support via receipt, resolution, and handling of trouble tickets, including:</u>*

A) Support the Company Solution and Services as outlined in the Agreement
B) Accept and investigate trouble tickets and provide Authorized User support
C) Jointly with Customer, test the Company Solution to ensure Authorized Users can sign on, use and access the Customer Solution for defined business scope

e. Communication and Collaboration with Customer, including:

A) Weekly status meeting between Company and Customer during initial implementation
B) Conduct status calls with the Customer's project personnel to address ongoing solution hosting as desired post go-live
C) Monthly or quarterly status meetings with Customer's Executive Sponsor, Business Executives or and/or Project Lead as requested

2) Customer Responsibilities Under SaaS Services:

a. *Facilitation of Implementation and Initial Configuration,* including:

A) Participate in scoping workshops and other implementation activities to create an agreed upon scope or set of "hills"
B) Supply data, data sources and system access to Company per agreed upon scope for integration into the Company Solution, including API tokens, documentation and error handling information
C) Have key personnel knowledgeable on each subject area, data source or system addressed during implementation available in the event Company needs to analyze, interpret or define Customer data or systems
D) Provide necessary documents, data, definitions or dependencies to facilitate Customer access to and use of standard platform capabilities
E) Participate in status meetings with Company's designated Forward Deploy and Customer Success representatives as mutually agreed upon

b. Facilitation of Hosting of Federato RiskOps Underwriting Platform, including:

A) Configure the Customer's authorization solution as an identity provider (i.e., either using SAML or OIDC)
B) Work with Company on mutually agreeable SOPs for IT-related support, change management, and other such functions not already outlined in the Order Form or Agreement

c. Facilitation of Training of Authorized Users, including:

A) Provide access to the Authorized Users for training and ensure any permissioning specifications are adequately document for both Company and Customer
B) Test connectivity for sign-on to the Company Solution.

d. Facilitation of *Support via receipt, resolution, and handling of trouble tickets*

A) Provide detailed description of issue, including location and sequence of events, action attempted, and screenshots or link to the specific policy or window
B) File tickets via Customer Jira ticket portal for tracking and resolution
C) Any Severity-1 ticket or trouble ticket to be filed via Sev1 portal for timely investigation, communication and resolution in alignment with SLAs

Key Initial Contributors

Company: Forward Deployed Engineering, Customer Success

Customer: Project, IT and Underwriting Leadership