



**Proposal for Statement of Work**

**Flexera One Implementation**

**For** **DS Smith PLC**

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**Created:** **20 September 2021**

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# **Document Control**

Document control provides details information and tracking for the document versions and changes.

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# **Document Information**

This proposal is for the Statement of Work (“SOW”) pertaining to the consulting services for the implementation of a Flexera One system between DS Smith PLC, ISIN GB0008220112, located at 350 Euston Road, London, United Kingdom, NW1 3AX and Crayon Limited CN 04055519 (“Crayon”) located at Crayon House, Mercury Park, Wooburn Green, High Wycombe, Buckinghamshire, England, HP10 0HH.

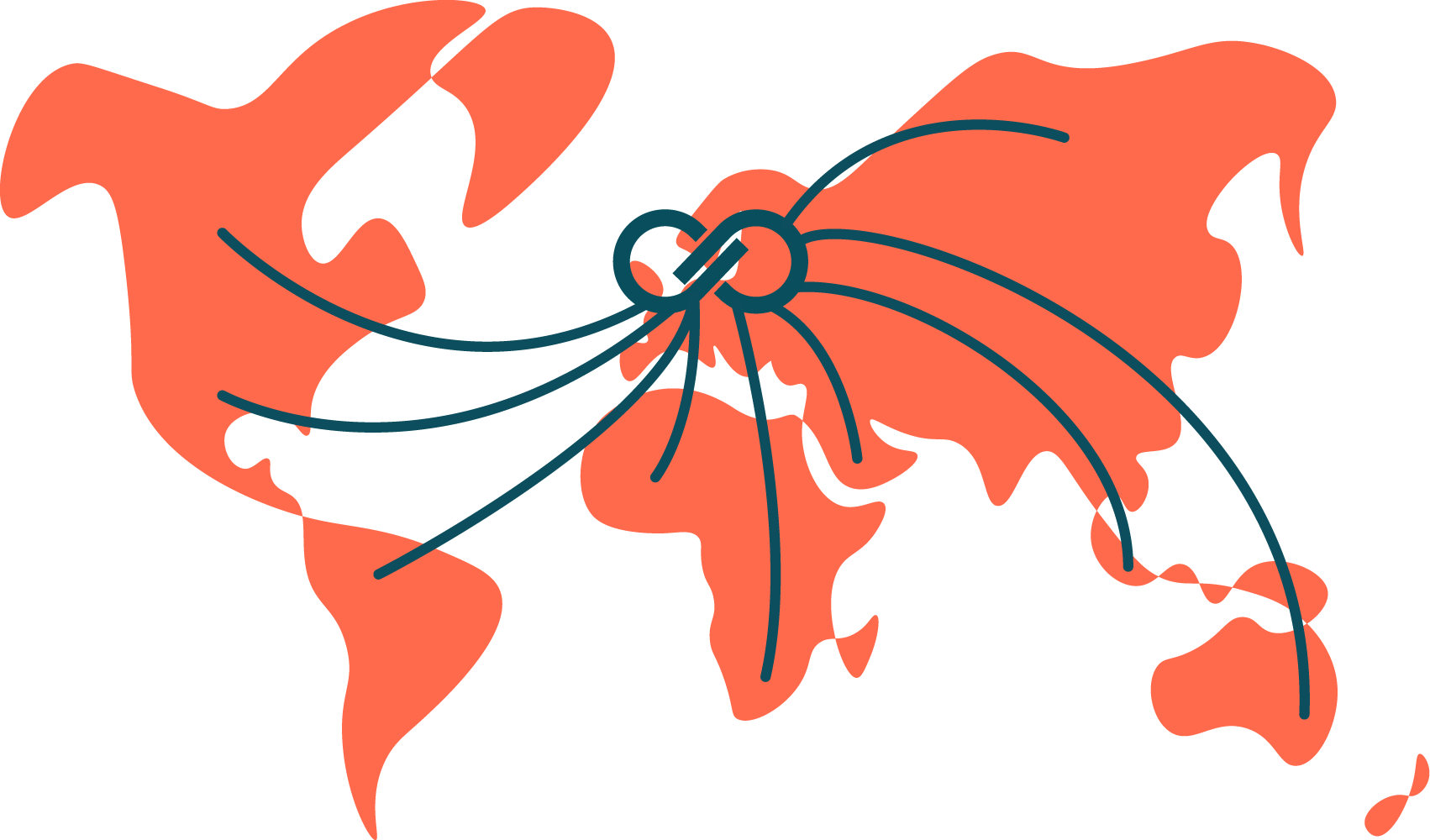
For any queries relating to this SOW, please contact Harry Miles to discuss further. Harry can be contacted at either harry.miles@crayon.com or +44 1494 917 822.

# **About Crayon**

As part of Crayon Group (based in Oslo, with over 1,800 employees and business activities on all continents), Crayon strives to enable customers to optimize value from software investments by adopting Software Asset Management (SAM) tools and best practices.

Crayon has supported over 7,000 customers globally to identify and proactively manage their software license portfolios since its inception in 2002. Over the years, Crayon has combined and documented its global experience and knowledge gained in the field of SAM in a proprietary SAM framework (Software Infinity), that is closely aligned with the ISO 19770 family of standards and adheres to ITIL and ITSM principles. From a SAM technology perspective, Crayon has developed onsite and hosted managed services that utilize our own intellectual property and best of breed tools from leading third-party vendors, amongst them Flexera.

The Crayon Group can support customers globally due to its geographical spread with 45 offices and over 270 specialized SAM consultants around the world.



*Figure 1 - Crayon Group global coverage overview*

# **Services**

Services are provided on a time and materials basis. The services fees set forth in this SOW are estimates only; should additional services be required, a new SOW or a change order to this SOW will be required.

Note: No travel is anticipated for this project, and therefore travel and accommodation expenses are excluded.

## Objectives

Crayon shall provide consulting services to assist DS Smith PLC with implementing, configuring, and initially using a Flexera One, cloud hosted SAM system.

Crayon consultants will complete the activities identified below for the specified fees. For additional work, Crayon will issue a change order to DS Smith PLC and it will approve such work and fees in writing prior to the additional work being performed.

The key objectives of this engagement are to:

1. Conduct workshops with DS Smith to finalise design requirements for a new Flexera One based SAM system, and document these in a SAM Systems Design document
2. Configure Test/QA and Production instances of a Flexera One system, including Beacon servers builds, Agent deployment, and configuring other inventory and data systems connections
3. Work with DS Smith IT systems owners to ensure that an initial inventory load is completed and that this inventory provides adequate coverage for an initial round of license consumption analysis and reporting
4. Conduct workshops with DS Smith Vendor and License Contract Managers to capture and document an Entitlements Baseline for all in-scope software licenses.
5. Load the Entitlements Baseline into Flexera One and build initial Software License reports

## Scope of Activities

All activities described in section 2.2.1 herein, shall be considered in-scope where they do not overlap or conflict with the following out-of-scope activities, exclusions, and restrictions:

**Out-of-scope Activities, Exclusions, and Restrictions:**

* Activities will be restricted to design, configuration, data loading, and reporting for two (only) Flexera One instances, Test/QA and Production
* Activities to develop Baseline Entitlement models and License configurations will be limited to software from the following vendors:

Microsoft, Oracle, …

### Engagement Activities

The following activities and deliverables are proposed to be completed as part of this engagement:

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Crayon Activity | DS Smith PLC Activity | Crayon Deliverables |
| **1** | **Design Workshops and Implementation Design**   * Workshop implementation design to capture and document all systems and data interface requirements for the new SAM system * Agree and document an initial Project plan, with implementation timeline and required resourcing | * Ensure that all DS Smith stakeholders (IT Staff, SAM Practitioners, Project Managers, and Business Owners) are available to participate in Design workshops | * Flexera One Implementation design document * Starting point Project Plan for implementation |
| **2** | **Implement Flexera One instance in Test/QA Environment**   * Configure Flexera One instance for TEST/QA use * Configure at least one Beacon as interface between Flexera One TEST/QA instance and DS Smith inventory and business data sources * Configure Agent install packages are configured to push out through SCCM or FNMS self-update processes * Configure connections to inventory system like SCCM * Configure connection to systems management services like VCenter, AWS, Azure * Configure connections to cloud-based SAM data systems like M365 * Perform initial data loads and confirm that sufficient (and representative) inventory data is imported * Load a test set of User, HR, Entitlement, and Asset data * Test system readiness for ongoing TEST/QA use | * Provide Admin User login and rights to DS Smith’s Flexera One TEST/QA instance * Provide remote access and Local Admin credentials to connect to all component systems in DS Smith networks, including Beacon Servers, Staging Databases * Provide credentials and connection details for all inventory and business data sources * Provide any additional spreadsheet-based test data (HR, Entitlement, Asset, Enterprise Groups) to be used for system testing | * TEST/QA environment configured with Beacon/s and test data connections * Agent install packages deployed to a sample set of devices * Test results from initial data loads and system readiness testing |
| **3** | **Entitlement Workshops, Entitlements Data Load, and Baseline Reporting**   * Conduct workshop to gather all available Entitlements records, and use those to build Entitlements Baseline spreadsheets * Load Entitlements spreadsheets into the TEST/QA environment, configure license records, and run an initial Reconciliation * Review License Position reports to confirm that Entitlements and License configurations are a good representation of DS Smith’s software estate. Adjust as appropriate * Repeat Entitlements load, License configuration, and Reconciliation in PROD * Review License Position results with DS Smith. Make final adjustments, and run Baseline Licensing reports | * Provide records, of Purchase Orders, Contracts, previous Audit reports, documents from previous True-ups, and other evidence of software license entitlements * Review of loaded Entitlements baselines and License configurations to ensure that the accurately reflect DS Smiths contractual entitlements * Review and confirm License Position reports | * Entitlements Baseline Spreadsheets * Entitlements baselines loaded in TEST/QA and PROD * License records configured in TEST/QA and PROD * Baseline License Reports completed |
| **4** | **Implement Flexera One instance in PROD Environment**   * Configure Flexera One instance for PROD use * Configure at least one Beacon as interface between Flexera One PROD instance and DS Smith inventory and business data sources * Configure Agent install packages are configured to push out through SCCM or FNMS self-update processes * Configure connections to inventory system like SCCM * Configure connection to systems management services like VCenter, AWS, Azure * Configure connections to cloud-based SAM data systems like M365 * Perform initial data loads and confirm that all expected inventory data is imported * Load all available User, HR, Entitlement, and Asset data * Test system readiness for BAU use | * Provide Admin User login and rights to DS Smith’s Flexera One PROD instance * Provide remote access and Local Admin credentials to connect to all component systems in DS Smith networks, including Beacon Servers, Staging Databases * Provide credentials and connection details for all inventory and business data sources * Provide any additional spreadsheet-based test data (HR, Entitlement, Asset, Enterprise Groups) to be used for system testing | * PROD environment configured with Beacon/s and test data connections * Agent install packages deployed to a sample set of devices * Test results from initial data loads and system BAU readiness testing |

Table 1 – Project Activities

## Prerequisites

DS Smith PLC must ensure the following prerequisites are met for these services to proceed:

1. Access to the Development and Production FNMS environments with Administrator access.

## Assumptions, Constraints, Limitations and Exclusions

The following assumptions, constraints, limitations and exclusions apply to these services:

1. No documentation, product customizations, scripts, adapters, custom views, custom reports or other services that involve development of executable code or similar are to be provided, except as explicitly described elsewhere in this Statement of Work
2. Any document deliverables will be considered completed after DS Smith PLC sign-off and are not expected to require substantive amendments; major modifications to documents following their initial delivery may require a change order. If there are no reasonable requests for alteration in accordance to the defined activity, then DS Smith PLC sign off will be considered completed after ten (10) days from the delivery notification. Any requests DS Smith PLC may have in relation to documentation content (such as document formats, level of detail, etc.) must be made prior to work starting on the relevant documentation
3. All information provided by DS Smith PLC will be considered complete, accurate and up to date at the commencement of this project
4. Crayon will provide a non-revocable royalty free right to use the works and deliverables of this engagement to the associated affiliates of the DS Smith PLC
5. This engagement will be performed by Crayon personnel off-site and only during normal business hours i.e. 9am-5pm Monday to Friday

## Resources

### Crayon Resourcing

Crayon proposes to resource the work outlined herein with the following personnel:

#### Project Manager

The Crayon Project Manager will drive all project activities with DS Smith PLC Project Manager and serve as a single point of contact for DS Smith PLC during the engagement. Activities and responsibilities to be performed by the Crayon Project Manager include:

* Schedule Crayon resources and task assignments and identify dependencies on DS Smith PLC resources and activities
* Provide advice on key decision processes
* Provide a weekly written status report to DS Smith PLC Project Manager
* Manage Crayon resources
* Ensure accuracy and QA of deliverables from Crayon
* Manage engagement and project change processes in relation to the work described herein
* Provide advice and guidance to DS Smith PLC Project Manager as required

#### Consultants

Crayon consultants will deliver technical consulting, software asset management services and implementation activities. All consultants are experienced in software asset management.

#### Crayon Personnel

The following personnel are assigned roles within this project:

|  |  |  |
| --- | --- | --- |
|  | Name | Role |
| 1 | Nathan Sethi | Project Manager |
| 2 | Helen Whitaker | Account Manager |
| 3 | Trevor Holmes | Senior Technical Consultant |
| 4 | TBA | Senior Technical Consultant |

Table 2 - Crayon Resources

### DS Smith PLC Responsibilities

DS Smith PLC must identify and equip personnel to fulfil the following responsibilities:

#### DS Smith PLC Executive Sponsor

1. Identify key business drivers and expected business outcomes to be achieved from this project
2. Align priorities and objectives across DS Smith PLC business groups to enable achievement of desired business outcomes

#### DS Smith PLC Project Manager

1. Manage and schedule DS Smith PLC resources and activities to be performed by DS Smith PLC personnel associated with these services
2. Manage risks, issues and DS Smith PLC organizational change related to the project
3. Manage DS Smith PLC change requests and processes
4. Liaise and coordinate with the Crayon personnel delivering these services
5. Ensure that all prerequisites identified by Crayon are met in a timely manner

#### DS Smith PLC IT / Software Asset Managers, Vendor Managers, Procurement Personnel

1. Collect and supply additional records (such as license agreements, purchase records, and contracts) in appropriate formats to be used as the basis for the establishment of the Microsoft software license baseline
2. Work with Crayon personnel in a hands-on manner while these services are being delivered to permit knowledge transfer

#### DS Smith PLC Personnel

The following personnel are assigned roles within this project:

|  |  |  |
| --- | --- | --- |
|  | **Name** | **Role** |
| 1 | tba | Project Manager |
| 2 | tba | SAM Administrator |
|  |  |  |

Table 3 - DS Smith PLC Resources

## Project Location

Consulting activities are planned to be conducted off-site from DS Smith PLC‘s facilities with all meetings conducted remotely via phone and Skype for Business or Microsoft Teams conferences.

Note: Should DS Smith PLC require Crayon consultants to travel, then travel expenses will be borne by DS Smith PLC and Crayon will adhere to DS Smith PLC’s travel policy.

# **Fees**

All fees **exclude** any GST taxes that may be incurred, and those taxes will be paid by DS Smith PLC in addition to the service fee.

Unless provided otherwise, all fluctuations in the cost of labour, materials, licenses, permits and approvals and expenses (including travel expenses) in connection with the Services to be provided under this SOW will be borne by DS Smith PLC at its own risk and cost and expense.

## Summary of Costs

The following cost schedule shall apply to this proposal:



Table 4 - Summary of the total project costs

## Fees Invoicing

Invoices will be raised periodically based on timesheet days delivered.

Payment is due within ninety-days (30) days of the date of invoice or otherwise mutually agreed upon.

## Proposal Validity

This proposal is valid for a period of thirty (30) days from the date of submission.

# **Signatures**

By completing the following signature, the customer accepts the services and activities described within this document:

|  |  |
| --- | --- |
| DS Smith PLC | Crayon Limited PLC |
| Print Name: | Print Name: |
| Position: | Position: CEO |
| Signature: | Signature: |
| Date: | Date: Monday, 20 September 2021 |



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