



**Proposal for Statement of Work**

**Flexera One Implementation**

**For** **Crayon Limited**

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**Created:** **8 October 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 Crayon Limited CN 04055519 (“Crayon-UK”) located at Crayon House, Mercury Park, Wooburn Green, High Wycombe, Buckinghamshire, England, HP10 0HH for their customer DS Smith PLC, and Crayon Australia Pty Ltd ABN 92 632 920 846 (“Crayon-Australia”) located at 44 Lakeview Drive Scoresby VIC 3179.

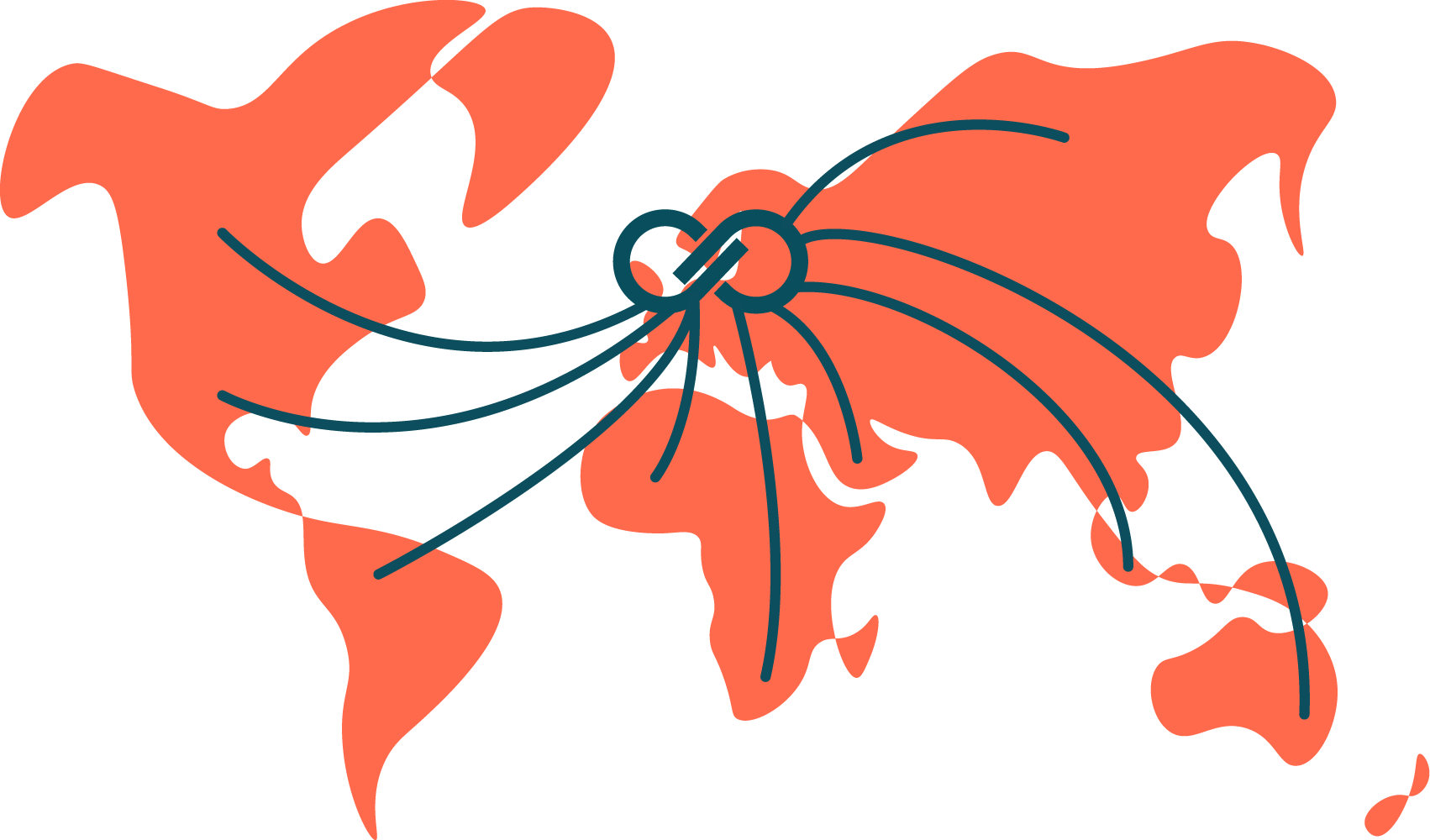
For any queries relating to this SOW, please contact Ben Brand to discuss further. Ben can be contacted at either ben.brand@crayon.com +61 412 164 082 .

# **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-Australia shall provide consulting services to assist Crayon-UK to implement, configure, and initially use a Flexera One, cloud hosted SAM system at their customer DS Smith

Crayon consultants will complete the activities identified below for the specified fees.

For additional work, Crayon-Australia will issue a change order to Crayon-UK 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 and Crayon-UK 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 and Crayon-UK Consultants 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. Assist Crayon-UK Consultants to 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

### Engagement Activities

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

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Crayon Activity | Crayon Limited 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** | **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

Crayon Limited must ensure the following prerequisites are met for these services to proceed:

1. Access to DS Smith Flexera One instances with Administrator Access
2. Access to DS Smith 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 Crayon-UK 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 with the defined activity, then Crayon-UK sign off will be considered completed after ten (10) days from the delivery notification. Any requests Crayon-UK 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 Crayon-UK 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 Crayon-UK
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-Australia 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 Crayon Limited Project Manager and serve as a single point of contact for Crayon-UK during the engagement. Activities and responsibilities to be performed by the Crayon-Australia Project Manager include:

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

The following personnel are assigned roles within this project:

|  |  |  |
| --- | --- | --- |
|  | Name | Role |
| 1 | Ben Brand | Services Manager |
| 2 | Trevor Holmes | Project Manager |
| 3 | Trevor Holmes | Senior Technical Consultant |
| 4 | Kevin Hou | Technical Consultant |

Table 2 - Crayon Resources

### Crayon-UK Responsibilities

Crayon-UK must identify and equip personnel to fulfil the following responsibilities:

#### Crayon-UK Executive Sponsor

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

#### Crayon-UK Project Manager

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

#### Crayon UK Account Managers and Services Constants

1. Work with DS Smith staff to 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

#### Crayon-UK Personnel

The following personnel are assigned roles within this project:

|  |  |  |
| --- | --- | --- |
|  | **Name** | **Role** |
| 1 | Harry Miles | SCA Business Development Manager |
| 2 | Nathan Sethi | SCA Manager |
|  |  |  |

Table 3 - Crayon Limited Resources

## Project Location

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

# **Fees**

All fees **exclude** any GST taxes that may be incurred, and those taxes will be paid by Crayon-UK 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 Crayon-UK 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

**\*Based off 125 Euro/hr internal charge**

## 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:

|  |  |
| --- | --- |
| Crayon Limited | Crayon Australia Pty. Ptd. |
| Print Name: | Print Name: |
| Position: | Position: CEO |
| Signature: | Signature: |
| Date: | Date: Friday, 8 October 2021 |



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