

# Statement of Work

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## **GRAINGER PLC**

VOID MANAGEMENT PROCESS - SALESFORCE CONSULTING

*Version 1.1*  
*March 17, 2023*

# Contents

<b>1</b>	<b>STATEMENT OF WORK .....</b>	<b>3</b>
1.1	INTRODUCTION .....	3
1.2	SERVICES OVERVIEW .....	3
1.3	PROJECT OBJECTIVES.....	3
<b>2</b>	<b>COST AND RESOURCING.....</b>	<b>5</b>
<b>3</b>	<b>ACCEPTANCE .....</b>	<b>6</b>

# 1 STATEMENT OF WORK

## 1.1 INTRODUCTION

As part of the larger Connect platform, Grainger PLC has successfully implemented Salesforce to manage the Lead to Lease process. This has transformed both internal operations and the customer journey and Grainger PLC are now wanting to leverage Salesforce to realise similar benefits for the Void Management process.

With assistance from Embracent (an external consultancy), Grainger PLC have documented the current state of the Void Management process, highlighted the existing inefficiencies and identified the key goals of the future state: a standardised, simplified and transparent process.

Grainger PLC are now looking to design a future state Void Management process that can be implemented in their existing Salesforce org.

## 1.2 SERVICES OVERVIEW

Open Box will provide the assistance of a Salesforce Technical Architect and Senior Business Analyst to facilitate designing the future state of the Void Management process that aligns with Salesforce features and best practices.

The Open Box consultants will work closely with the Grainger PLC project sponsor (Jon Pitt) to ensure alignment of priorities and outputs to produce the desired documentation and artefacts.

## 1.3 PROJECT OBJECTIVES

- Open Box will work with the Grainger PLC team to engage stakeholders during future state design sessions. Open Box will use their Salesforce and Business Analysis expertise to shape a future state design for the Void Management process that maximises Grainger PLC's ROI and minimises technical debt.
- Open Box will map out the future state processes in a clear, documented format with indications of what has been optimised and what can be done in Salesforce vs. remaining external.
- Open Box will Create a High-Level Design (HLD) for a Salesforce solution. The HLD will address:
  - o licensing (if required)
  - o proposed data model

- data sharing and visibility
  - integration points
  - document/file management
  - reporting requirements
  - data migration requirements
- Open Box will create a feature backlog that captures the outcomes to be delivered and indicates priority of these outcomes relative to each other. It is envisaged that this backlog will be used during an iterative delivery phase to identify, develop and deploy the most valuable features for each release.

## 2 COST AND RESOURCING

The cost for the services detailed in this document are as follows:

1. An Open Box Senior Business Analyst and Salesforce Technical Architect will be available on a Time & Materials (T&M) basis of £150 per hour.
  - a. Without prior approval charges will be capped at 40 hours per month (£6000)
  - b. Costs will be billed monthly, in arrears.
  - c. Subject to approval by Grainger PLC, effort that exceeds the estimate of 40 hours per month will continue to be billed on a time and materials basis at the above rate.
2. The consultancy will be provided remotely.
3. The estimated start date of the engagement is 17<sup>th</sup> March 2023.
4. Cost will be reported to Grainger PLC on a weekly basis during the project. Open Box will work with the Grainger PLC team to produce a monthly forecast of hours that are likely to be worked by Open Box depending on the number of meetings and workshops.
5. Costs exclude travel or onsite analysis.
6. All amounts are in GBP (£) and excludes any sales taxes, if applicable.
7. This quotation is valid for 30 days.

### 3 ACCEPTANCE

The parties hereto, each acting under due and proper authority, have executed this Agreement as of the day, month and year first written below.

For and on behalf of Open Box Software      For and on behalf of Grainger PLC

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Name: Sam Duncan      Name: \_\_\_\_\_

Position: Salesforce Director      Position: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_