

Statement of Work

GRAINGER PLC

RENT COLLECTION & ARREARS MANAGEMENT - CONSULTING

*Version 1.0
June 17, 2025*

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1 STATEMENT OF WORK

1.1 INTRODUCTION

The rent collections process is currently managed within Qube and is siloed from the single view of customer initiative that is gaining momentum within Salesforce.

Grainger are looking to design a Salesforce-based rent collection and arrears management process that notifies the Finance Team of arrears and direct debits that require follow-up, surfaces supporting information, and streamlines customer communications. The proposed project would aim to automate repetitive tasks without losing the personal touch in customer interactions and would align with the goal of recording all customer interactions in Salesforce.

The project to deliver this functionality is targeted for the Grainger 2026 Financial Year. This Statement of Work (SOW) describes the consulting services to be provided by Open Box to design the future-state rent collections process and deliver an implementation plan with cost estimates prior to the start of the new Financial Year.

1.2 SERVICES OVERVIEW

Open Box will provide the services of a Salesforce Technical Architect and Senior Business Analyst to design a proposed Salesforce solution that supports the Rent Collection and Arrears Management process.

Open Box will deliver a solution proposal that aligns with Salesforce features and best practices, Grainger's long term Salesforce strategy, and to aims reimagine the Rent Collection process and illustrate the art of the possible.

1.3 PROJECT OBJECTIVES

1. Open Box will work with the Grainger team to engage stakeholders in workshops to understand:
 - a. The current process and challenges.
 - b. Qube, data warehouse and Salesforce data required to support this process.
 - c. High-level project requirements.
 - d. Any overarching Grainger strategies that impact this process (for example, the communication and channel strategy).
 - e. Any other ongoing or future projects and legislation changes that relate to this process and need to be considered.
 - f. Existing Zoom Contact Centre functionality.

2. If necessary, Open Box will develop a proof-of-concept that demonstrates aspects of the proposed solution.
3. Open Box will deliver a solution proposal document and supporting presentation that include:
 - a. Features to be delivered.
 - b. Recommended project phasing, if more than one release is required.
 - c. A high-level, future-state process diagram.
 - d. High-level solution design including:
 - i. A high-level data model.
 - ii. Integration points and approach.
 - iii. Approach to managing significant data volumes and assessment of any potential performance impact, if required.
 - iv. Details of any suggested third party applications or add-ons.
 - v. Recommended approach to:
 1. Data archival
 2. Data sharing, security and visibility
 3. Reporting
 4. Document/file management
 - e. Details of any additional Salesforce licensing required.
 - f. Data migration requirements and approach.
4. Open Box will create a high-level feature backlog in Jira that captures the outcomes to be delivered for release 1. It is envisaged that this backlog will be used during a future, iterative delivery phase to identify, develop and deploy the most valuable features.
 - a. The features identified will be sized and prioritized relative to each other.
 - b. Note this initial engagement will not provide detailed user stories; these will be addressed in a subsequent project phase that includes sprint zero and solution delivery.

5. Open Box will provide an initial forecast for the number of sprints, cost & timeline required to deliver the project backlog recommended for release 1.

1.4 RESPONSIBILITIES

1. Open Box will be responsible for:
 - a. Providing the services and deliverables described in the [Project Objectives](#).
 - b. Delivering a progress report to Grainger on a regular basis that will include:
 - i. Progress, milestones, and any outstanding deliverables.
 - ii. Hours utilized to date.
 - iii. Forecast of remaining hours that are likely to be required by Open Box.
2. Grainger will be responsible for:
 - a. Making key personnel and stakeholders available to Open Box.
 - i. Stakeholders are expected include the following teams: Finance, Credit Control, Onsite / Resident Services, IT (integration and data warehouse), Customer Experience (CX).
 - ii. The estimated number of 1-hour workshops is:

Topics	Workshops
Finance Requirements	5
CX Requirements	2
RSM / Onsite PM Requirements	1
Data Warehouse & Qube	4
Zoom Contact Centre	1
Total	13

- b. Making a Grainger project sponsor available to facilitate decision-making.
- c. Delivering any information required in a timely manner.
- d. Assessing the capability for the GREP integration to handle any necessary integration with high data volumes that may be required by this project and identifying a proposed solution.

1.5 AVAILABILITY

1. Open Box resources will be contactable and available for meetings via conference calls/video conferences:
 - a. Monday to Friday 9am – 6pm South African time which corresponds to 8am – 5pm BST, excluding public holidays.
2. All work will be completed by Open Box offsite.

1.6 REFERENCES

- Grainger & Open Box meeting: *Project Opportunity: Rents process on Salesforce - Initial discussions* (Tuesday 13 May 2025)
- Grainger & Open Box meeting: *Rent Collection and Arrears Management - Openbox session* (Tuesday 6 June 2025)
- 13.02.02 Accounts Receivable Process Mapping - April 2024.pdf

2 COSTS AND RESOURCING

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

1. An Open Box Senior Business Analyst and Salesforce Technical Architect will be available on a Time & Materials (T&M) basis of £155 per hour.
2. The effort to deliver the project objectives is anticipated to be 180 - 250 hours.
 - a. Billable hours will not exceed 250 hours without prior agreement from Grainger.
3. The cost is therefore estimated to be in the following range:

Range	Hours	Cost
Lower Bound	180	£27 900
Upper Bound	250	£38 750

4. All amounts are in GBP (£) and excludes any VAT or sales taxes, if applicable.
5. Costs exclude travel or onsite analysis; the consultancy will be provided remotely.
6. Cost will be reported to Grainger on a weekly basis during the project.
7. Costs will be billed monthly, in arrears.
8. This quotation is valid for 30 days.
9. The estimated start date of the engagement is 1st July 2025, contingent on operational factors.

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: _____