



# Statement of Work

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**GRAINGER**  
MARKETING CLOUD SUPPORT

*Version 1.0*  
*December 2, 2024*

# 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>4</b>
<b>3</b>	<b>ACCEPTANCE</b>	<b>5</b>

## 1 STATEMENT OF WORK

### 1.1 INTRODUCTION

Grainger is successfully using Salesforce Marketing Cloud to drive email marketing and transactional communications to tenants. Marketing Cloud is integrated to Grainger's Salesforce org and sends and receives tenant and related data from this org. Some of the more complex integrations were implemented by a third party ("Westbrook") that is no longer supporting Grainger. Recent data investigations have raised questions about the accuracy of some of these integrations which are not thoroughly documented and were not transferred to any internal Grainger support teams.

Grainger are now looking for assistance to analyse the current state of the integrations, identify any gaps and issues and propose remediative actions to enhance these integrations to provide a robust and reliable solution.

### 1.2 SERVICES OVERVIEW

Open Box will provide the assistance of a Salesforce Technical Architect to help with investigating, diagnosing, and resolving issues related to the current integrations, ensuring seamless data synchronization and alignment of marketing processes with Salesforce CRM.

The Open Box consultants will work closely with the Grainger project sponsor (Andy Mason) 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 stakeholders to understand the problems of the existing integrations
- Open Box will investigate the existing integrations to understand how they have been designed and developed
- Open Box will identify potential areas of concern within the existing integrations that may lead to inaccurate data being captured
- Open Box will provide suggested solutions to rectify any issues identified above
- With Grainger's approval, Open Box will implement the chosen solution(s)

## 2 COST AND RESOURCING

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

1. An Open Box 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 2<sup>nd</sup> December 2024.
4. Cost will be reported to Grainger on a weekly basis during the project. Open Box will work with the Grainger team to produce a monthly forecast of hours that are likely to be worked by Open Box depending on the number and nature of issues that are discovered.
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

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

Name: Sam Duncan Name:

Position: Salesforce Director Position:

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

