

Statement of Work

Project Name: Copilot Solution Accelerator

This Statement of Work (SOW) is entered into on November 01, 2024, by and between TailWind Cloud Solutions ('Service Provider') and Woodgrove Bank ('Client'). This document outlines the scope, objectives, deliverables, and terms for the Management of Azure Cloud resources.

Effective Date: November 01, 2024

Project Completion Date: December 31, 2025

SOW Number: SOW-2024-001

1. Scope of Work

TailWind Cloud Solutions will provide the following Azure resource management services to Woodgrove Bank:

- Monitoring of Azure infrastructure:
 - Proactively monitor cloud resources to ensure optimal performance and uptime.
- Implementation of resource scaling and cost management:
 - Design and deploy automated scaling solutions to handle varying workloads.
 - Create cost-efficient resource management practices tailored to the client's needs.
- Maintenance and troubleshooting of Azure-based applications:
 - Ensure continuous operation of Azure-hosted applications through regular maintenance.
 - Rapidly identify and resolve issues to minimize downtime.

2. Deliverables and Milestones

Milestone #	Name	Deliverables	Billable Amount	Amount Paid	Due Date
1	Monitoring	Monitoring of resources	8,600.00	0.00	2024-11-08
2	Resource Scaling	Automated Scaling	7,000.00	0.00	2024-11-15
3	Resource Scaling	Cost Management	7,000.00	0.00	2024-11-22
4	App Troubleshooting	Maintenance Practices	10,500.00	0.00	2024-12-13
5	App Troubleshooting	Issue Resolution	10,500.00	0.00	2024-12-31

Total Billable Amount: \$43,600.00

3. Payment Terms

- Payment terms are **Net 30**.
- Invoices will be issued upon the completion of each milestone and are payable within 30 days.
- A penalty of 10% will be applied for late deliveries or payments.

4. Terms and Conditions

- Both parties agree to maintain confidentiality regarding sensitive information shared during the course of the project.
- Any changes to the scope of work must be documented and may incur additional charges.
- TailWind Cloud Solutions will not be liable for delays caused by external factors beyond its control.

Signatures

(TailWind Cloud Solutions - Morgan Skinner)

(Woodgrove Bank - Sora Kim)