



Second Addendum: eOne Professional Services Agreement - Terms and Conditions

This Second Addendum dated June 2, 2021 ("Addendum Effective Date"), by and between AppDynamics LLC ("you", "your", or "AppDynamics") and eOne Integrated Business Solutions LLC ("we", "us", "our", "eOne", or "Popdock") (the "Second Addendum"), is incorporated into the Terms and Conditions (the "Agreement") last update September 27, 2016, and attached hereto by reference, as the Second Addendum to the Terms and Conditions.

With respect to AppDynamics purchasing professional services from eOne, the following are the terms under which you agree such services will be performed.

APPDYNAMICS

All orders for professional services will be accompanied by a Statement of Work ("SOW"). The SOW will outline the specific work that will be performed and the price to complete the defined work. This agreement is the sole terms and conditions pertaining to the professional services to be provided. No additional terms or conditions that may accompany a purchase order will add or modify the terms and conditions of this Second Addendum.

Receipt by eOne of a signed SOW is confirmation by the AppDynamics to proceed, and the services will be subject to this Second Addendum.

EONE SERVICES TERMS

1. eOne agrees to provide and AppDynamics agrees to take and pay for the services set out in the SOW (the "Services") as such statements of work may be provided to AppDynamics from time-to-time (each an "SOW") and at the rates set out in the SOW. The rates are exclusive of any relevant taxes that shall be payable by AppDynamics at the rate and in the manner prescribed by law.
2. The Services are provided at AppDynamics's request and AppDynamics accepts that it is responsible for ensuring that the Services are suitable for its own needs.
3. eOne will provide to AppDynamics an appropriately qualified a consultant. The Consultant will perform the Services in a timely and professional manner, during business hours, exercising due skill and care and will use reasonable endeavors to meet any agreed target dates.



4. Any scripts, code, documentation, or other resulting solutions or material developed by eOne as part of the consulting Services, form part of and work only in conjunction with the eOne software for which such work was designed to work. eOne licenses all services delivered to the AppDynamics pursuant to the AppDynamics Agreement.
5. All title, ownership rights and world-wide intellectual property rights (including all patents, copyright, trademarks, trade secrets and moral rights) in and to any software, documentation, materials, methodologies, knowhow or other such information or materials that are developed or provided by eOne in the course of delivering the Services (collectively, “eOne Intellectual Property”), is and will remain the exclusive property of eOne. AppDynamics retains any deliverables provided to it under a SOW and may use such deliverables for its own internal purposes in accordance with terms and conditions of the Agreement.
6. All professional services engagements must be paid net-60 days upon receipt of invoice. Solely at the discretion of eOne, and with prior notification to AppDynamics, larger projects may be broken into milestones with payments being made at the beginning of each milestone.
 - 6.1. In the event that the Services are completed in less time than is estimated in the applicable SOW, the unused time shall be available to be used on additional consulting or support projects, as directed by the AppDynamics. Unused time will expire after 12 months and shall not be available for subsequent engagements.
 - 6.2. Pre-purchased blocks of Services time shall be drawn against as time is used on a project, and unused hours shall expire 12 months from the date of purchase, unless otherwise specified by special agreement with eOne.
 - 6.3. eOne will provide client with a monthly statement of professional service usage. This statement will be reviewed during project meetings and any disputes must be raised in a timely manner and prior to project completion.

APPDYNAMICS OBLIGATIONS

7. In the event that the expenses are incurred in delivering the service (travel, accommodation, per diem etc), the estimated costs will be included into the SOW provided.
8. AppDynamics shall provide the Consultant with all information and help reasonably required by the Consultant and shall make available such of its own appropriately qualified staff as may be reasonably required to assist the Consultant with the performance of the Services.



9. AppDynamics undertakes that any software that the Consultant is asked to use or modify for the purpose of the Services are either the property of AppDynamics or are legally licensed to AppDynamics.

FORCE MAJEURE.

10. eOne shall not be liable to AppDynamics for any delay in or failure to perform the Services as a result of a Force Majeure Event. "Force Majeure Event " means any event affecting the performance by eOne of its obligations arising from any act, events, omissions, happenings or non-happenings beyond its reasonable control including (but without limiting the above) government regulations, fire, flood or any disaster or an industrial dispute affecting a third party.

METHODOLOGY AND PROJECT MANAGEMENT

11. Refer to appendix A

NAME: Martin Olsen

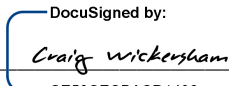
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POSITION: martin olsen

ON BEHALF OF: eOne Integrated Business Solutions LLC

DATE: June 16, 2021

NAME: Craig Wickersham

SIGNATURE: 
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POSITION: General Counsel

ON BEHALF OF: APPDYNAMICS LLC

DATE: June 16, 2021





APPENDIX A: PROFESSIONAL SERVICE DELIVERY: METHODOLOGY

Project Team Mission

- ☐ Our mission is to deliver successful data integration and data access projects that improve our AppDynamics business processes.

Our team has completed thousands of similar projects which has enabled us to develop a simple methodology that guarantees success, regardless of the size and scale of your project. We will apply this methodology to you project.

Engaging with our team



- 1. Who should I work with:** You know you have an integration project that you need to complete. You have decided that you want expert help to deliver the project. Where do you begin and how do you get the project designed and started?

You have two options when choosing who you want to work with.

1. eOne has more than 250 reselling partners who have been trained to implement our software and are very capable of providing consulting services for your project. eOne stands behind each of our partners and will work with them to ensure their success.
 2. eOne has a consulting team ready to implement your data integration projects. Our consultants will work with you directly to determine the level of our involvement which can range from advisory and training through to complete project delivery of eOne products.
- 2. How to engage the eOne Consulting team:** Your first contact will be with our sales team via phone +1 888-319-3663, option1 or sales@eonesolutions.com. We will schedule a meeting to discuss your project needs and what role you would like us to take during this project. You will speak with a presales consultant who will identify the best practice design for your integration project and ensure that your outcomes are achievable with our software solutions.

Based on these discussions, eOne will provide you with an estimated budget to complete the project. With a lot of experience, we have become very good at budgeting the time to complete projects. This estimate will be broken into two main phases with each budgeted separately and paid prepaid in advance.



Phase 1. Project Initiation and Detail Scope: In this phase we all roll our sleeves up and get deep into the detail. We investigate your process or processes in detail, and we work with you to define and document your requirements. We will dig deeper into the source and destinations and investigate the data fields, custom fields, security, and authentication. We design the data mapping to the field level for every integration point. At the end of this process, you will have a comprehensive integration design document which acts as a blueprint for the project.

Based on the results of phase one we will confirm or adjust our original estimate based upon the detail uncovered. Any adjustments to the budget will be explained and discussed with the project team.

Phase 2. Project Delivery and Completion: At the completion of phase one we will ask for pre-payment for phase two. Together we will identify all the project deliverables and schedule completion dates for all team members. During Phase 2 everyone is heads down working on the integration build, delivery, testing and training. The focus is to ensure we have everything complete for the scheduled project completion and sign off meeting.

Project Delivery

Phase 1:

- 1. Project Kickoff:** This is the most important step in ensuring a successful project. Kickoff meetings are attended by both the eOne sales team and our consulting team to ensure a smooth transition from sales to delivery. Your project manager will be passionate about ensuring that your entire project team also attend this meeting to ensure we get the best start to the project possible.

While these meetings cover a broad range of discussions the core agenda will be similar to the outline below.



- Handover from Sales to Project Delivery
- Identify all project team members from both sides (contact details and methods of communication)
- Set timeframes, dates and agreed tasks.
- Identify project risks.
- Lock in project meetings (calendar invites)
- Define Success

2. Scope, Project Details and Budget Lockdown: Integration is an inherently difficult task which requires mapping the data from multiple disparate systems. Accurately defining and documenting the scope of the project and at this stage we lock down all the details and processes of the project. This stage will go much smoother if you come to it with a clearly identified and tested business process.

1. Identify data sources, API's, XML's, SQL tables and files that will be part of the project.
2. Outline and discuss the specific business processes. *Projects involving brand new software or a major change in business process take longer – not because the integration is more difficult but because we cannot get started until the process is locked down and everyone agrees!*
3. Determine the exact timing of each integration point – real time, scheduled, or manual.
4. Based upon the scope and discovery stage the budget will be adjusted if required.

Phase 2:

Phase two begins when the scope document produced in phase one is signed and accepted by both parties. The agreed budget must be paid in full before the commencement of phase 2.

3. Build: This is where we do all the hard work. We build each integration point as defined in the scope. We will discuss any new findings or questions that arise with



you in regular project meetings. We test the process against the sample data provided.

4. Delivery: At completion we deliver the project to your test environment for testing.

5. Training: Every project requires some level of training. Some AppDynamics team members will want full product training, others want enough training so they can test the solutions, some will want to simply gain an understanding of the solution as delivered and how to manage and troubleshoot.

AppDynamicss will outsource everything to their technology partner – but we will still insist that we teach you enough to understand all the components of the project delivered.

6. Testing: This task is on you (but we will be here to help). You will take what we delivered and test it through your business process with real scenarios. We hope that you never find anything wrong or out of place – but we also know that real-life data can add complexities. Your attention to detail and feedback is essential. As we receive your feedback we will adjust, as necessary. *If it turns out during testing that your business process is completely different than what it was when the scope was identified, you will receive a project change request at your next project meeting.*

The testing and delivery phase will continue iteratively until the testing is complete and signed off.

7. Project Meetings

Project meetings are an essential part of keeping project tasks and project team members on track. We take a uniquely efficient approach to project meetings and ensure they are not a time-consuming event. Each project will have a kickoff, regular status updates and project close meetings. Project with regular project meetings simply cannot veer off track.

8. Documentation

A project is not complete until we document what we have done. This documentation will provide you with a full explanation of what we have done in the



project. You will be able to refer to this documentation to identify the details of mappings as they were when you signed off on the project. The documentation also provides a great guide for you internally if there is a turnover in staff.

9. Project Sign Off:

This is the stage where you sign off that everything is complete, and you are ragingly happy with our work. If you are not ragingly happy then the project is not complete, and this is where you will let us know. It is likely we will ask you if you would like to be a case study and share your successful project details with others.



What makes a successful project?

Over many years we have seen both ragingly successful project and others that fell short. There are a couple of components that go a long way to ensuring projects are successful:

1. **Scope:** Never start an integration project without knowing exactly what you want to achieve. This seems obvious but is too often a step people skip.
2. **Deliverable Dates:** There are usually multiple people working on a project. When a deliverable slip it throws everyone off schedule. The best projects stick to schedule.
3. **Project Team:** It is vital that there are 'end users' on the project team. Their job is to ensure that the finished project satisfied your business process. We have delivered some awesome integrations with IT teams which have no relation to what people needed!
4. **Project Meetings:** They sound like a drag, but we will make them short, efficient, and sometimes fun! This is the only way to make sure everything stays on track and nothing slips through any cracks. The best project meetings are when there is nothing to discuss.
5. **QA:** Testing is essential and needs to involve not just technical testing but real-world scenarios.
6. **Celebration:** When the project is done everyone gets to pat themselves on the back – and then start planning the next integration project.