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STATEMENT OF WORK #4
Between AppDynamics and Twelve Consulting Group

Project Name: 2020 Model Support
Project Date: January 1, 2020

This Statement of Work ("SOW") is governed under the Master Services Agreement (the "Agreement") dated September 23, 2015 between AppDynamics LLC (formerly, AppDynamics, Inc.) ("Client" or "AppDynamics") and Twelve Consulting Group ("FIRM"), and is fully incorporated therein. All terms used in this SOW and not otherwise defined will have the same meaning set forth in the Agreement.

1. **PURPOSE AND SCOPE OF THIS SOW:**

This SOW covers the Anaplan implementation for: AppDynamics model support, best practice guidance and minor enhancements.

This SOW confirms the understanding of the scope, objectives, the Services, Deliverables, work product or other software, products or documents, timing, staffing and fees for this SOW.

2. **PARTIES' RESPONSIBILITIES UNDER THIS SOW**

In addition to the parties' responsibilities and obligations as set forth in the Agreement, the parties agree as follows:

2.1 Description of Services to be performed by and Responsibilities of FIRM:

Deliver ongoing support of AppDynamic's FP&A planning solution.

Consultant available up to 8 hours/week, unless otherwise agreed upon. Time consistently billed over/under this amount will be reviewed to determine optimal resource dedication for duration of support contract.

2.2 Services, Deliverables, Products, Work Product, Software, Documentation, Developed IP etc.:

Key Deliverables:
- Provide model-building support and guidance as requested on an ad-hoc basis for the FP&A Anaplan model(s). Enhancement support may include:
  - Loading issues
  - Deleting unnecessary data, lists, line items, modules, dashboards, etc
  - Cleaning up storage / model optimization

2.3 Timing:
The *estimated* Project start date and estimated Project completion date are set forth herein:

Start Date:	January 1, 2020
Estimated Completion Date:	December 31, 2020

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3. RESOURCES ASSIGNED TO THIS SOW

3.1 Personnel

The FIRM's team will consist of the following personnel assigned to provide Products and/or Services under this SOW:

- Consultant

The FIRM shall provide Client with prompt notice of any personnel changes.

4 PAYMENT; EXPENSES; AND INVOICES

Client will pay FIRM fees and expenses, which shall be based on FIRM's rates as set forth in Exhibit B of this SOW. FIRM shall submit invoices electronically on a monthly basis on a form acceptable to Client.

4.1 Payment Terms:

Except as otherwise agreed to by the parties below, invoices are due in accordance with Section 2 of the Agreement.

4.2 Professional Fees and Expenses:

The fees for Services shall be as set forth in Exhibit B to the Agreement. Fees for services to deliver the scope are based on a Time and Materials basis.

FIRM shall be entitled to reimbursements for travel related expenses reasonably and properly incurred by FIRM directly in connection with FIRM's performance of this SOW ("Reimbursable Expenses").

5 OTHER TERMS AND CONDITIONS THAT SHALL APPLY TO THIS SOW

This SOW confirms the understanding of the scope, objectives, the Services, Deliverables, work product or other software, products or documents, timing, staffing and fees for this SOW.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the Effective Date.

APPDYNAMICS LLC ("CLIENT")	TWELVE CONSULTING GROUP ("FIRM")
By: _George Karamanos_ EADD3AC1FF6B486...	By: _Pete Amundson_ AF13F8EC9EAB417...
Print Name: George Karamanos	Print Name: Pete Amundson
Title: General Counsel	Title: Head of Delivery
Date: March 27, 2020	Date: March 27, 2020

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EXHIBIT B

RATES

Name	Title	Estimated Hours	Hourly Rate	Total Cost[1]
TBD	Consultant	25	$200	$5,000

1 - Estimated costs subject to confirmation of requirements
1 - Excludes travel & expenses costs
1 - Time and Materials