STATEMENT OF WORK

CRM Implementation Project

Summit Digital Solutions, Inc.

Effective Date: January 15, 2024

SOW Reference: SDS-CRM-2024-001

1. INTRODUCTION

This Statement of Work ("SOW") describes the CRM implementation project to be performed by Summit Digital Solutions, Inc. ("Summit Digital" or "Company") for the deployment of an enterprise-wide Customer Relationship Management system utilizing the Peak Performance Platform(TM).

2. PROJECT SCOPE

2.1 Project Overview

Summit Digital will implement a comprehensive CRM solution incorporating AI-enabled automation and intelligent process optimization capabilities. The implementation will include:

- Core CRM platform deployment

- Integration with existing enterprise systems

- Data migration from legacy systems

- Custom workflow automation development

- User training and documentation

- Post-implementation support

2.2 Project Deliverables

- System architecture and design documentation

- Configured CRM environment

- Custom integrations with ERP and billing systems

- Automated workflow engines

- User training materials and documentation

- System testing and validation reports

- Production deployment plan

- Post-implementation support documentation

3. TIMELINE AND MILESTONES

3.1 Project Schedule

- Phase 1: Requirements & Design (6 weeks)

- Phase 2: Development & Configuration (12 weeks)

- Phase 3: Testing & Validation (4 weeks)

- Phase 4: User Training (3 weeks)

- Phase 5: Production Deployment (3 weeks)

- Phase 6: Post-Implementation Support (12 weeks)

3.2 Key Milestones

Requirements sign-off: Week 6

Development completion: Week 18

User acceptance testing: Week 22

Production deployment: Week 28

Project completion: Week 40

4. FINANCIAL TERMS

4.1 Project Costs

Total project cost: $875,000 USD, allocated as follows:

- Professional Services: $625,000

- Software Licenses: $150,000

- Training & Documentation: $50,000

- Post-Implementation Support: $50,000

4.2 Payment Schedule

- 30% upon SOW execution

- 30% upon completion of Phase 2

- 30% upon production deployment

- 10% upon project completion

5. PROJECT TEAM

5.1 Key Personnel

- Project Director: James Henderson

- Technical Lead: Michael Chang

- Implementation Manager: Sarah Blackwell

- Solution Architect: Dr. Robert Martinez

5.2 Resource Allocation

- 3 Senior Developers (full-time)

- 2 Business Analysts (full-time)

- 1 Quality Assurance Lead (full-time)

- 1 Training Specialist (part-time)

- 1 Technical Writer (part-time)

6. ACCEPTANCE CRITERIA

6.1 Performance Metrics

- System uptime: 99.9%

- Transaction processing time: <2 seconds

- Data accuracy: 99.99%

- API response time: <500ms

6.2 Success Criteria

- Successful migration of legacy data

- Integration with all specified systems

- Completion of user training

- Sign-off on all deliverables

- Achievement of performance metrics

7. ASSUMPTIONS AND CONSTRAINTS

7.1 Assumptions

- Client will provide timely access to necessary systems and personnel

- Existing infrastructure meets minimum requirements

- Legacy data is in a format suitable for migration

- Required third-party integrations are available

7.2 Constraints

- Project must be completed within specified timeline

- Implementation must comply with security standards

- System downtime limited to approved maintenance windows

- All work must be performed remotely

8. TERMS AND CONDITIONS

8.1 Change Management

Any changes to project scope, timeline, or deliverables must be approved through formal change control procedures.

8.2 Intellectual Property

All intellectual property developed during the project remains the property of Summit Digital Solutions, Inc.

8.3 Confidentiality

All project information and materials are considered confidential and subject to existing NDAs.

9. AUTHORIZATION

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

SUMMIT DIGITAL SOLUTIONS, INC.

By:

Name: Dr. Alexandra Reeves

Title: Chief Executive Officer

Date:

[SIGNATURE PAGE FOLLOWS]