
i2 Professional Services Engagement Prerequisites

Assumptions

- Timely and effective completion of the Engagement is contingent on the Customer providing necessary cooperation, access to information, personnel, and resources as needed.
- All Engagement timelines are based on current understanding of the scope and Customer requirements. Delays caused by additional requests or changes in scope by the Customer may result in timeline adjustments.
- The Customer's existing technical environment, including hardware and software, is assumed to be compatible with the Supplier's Software prerequisites.
- The Customer is responsible for the maintenance and performance of their existing IT infrastructure, which should support the Supplier's Software effectively.
- The Customer ensures that all data provided for the engagement, including customer data, is accurate, complete, and legally compliant.
- The Customer is responsible for end-user training beyond the initial training provided as part of the service implementation, unless specified in the Statement of Work/Order Form.
- Any changes to the agreed-upon engagement scope, deliverables, or timeline will be managed through a formal change management process (Change Form) and may affect costs and delivery timelines.
- The Customer is responsible for maintaining all necessary software licenses for their existing systems that integrate with the Supplier's Software.
- The Customer is responsible for ensuring that their use of the Supplier's Software complies with all relevant laws, regulations, and industry standards.
- Where the engagement requires interaction with third-party vendors (e.g., for data integration), their cooperation is assumed, and any delays or additional costs caused by these vendors are not the responsibility of the service Supplier.
- Continuous and reliable internet connectivity is assumed at the Customer's location for compliance.
- In case of emergencies or unforeseen circumstances, both Parties will follow an agreed-upon protocol to address and mitigate issues.

On-Premises/Remote Software Installation/Upgrade Conditions

Where software installation, upgrades or enhancements are detailed in the Statement of Work/Order Form, the following additional conditions apply:

- Where Remote Installation/Services are purchased, Customer is responsible for providing secure access to their infrastructure either via
 - Secure VPN using named credentials.
 - Specific hardware meeting the needs set out in Assumptions.
- Supplier will perform basic functionality testing post-installation.
- Any hardware (laptops, monitors, keyboards, mice etc) provided by the Customer to perform the work remotely or on site:
 - Remains the property and responsibility of Customer.

- Supplier will not be responsible for security updates or software licensing on the provided hardware device.
- Supplier assumes that hardware is of sufficient quality to meet the requirements of the software to be installed and perform other duties relating to the activities mentioned within the Scope of Work.
- Customer has performed adequate security checks on the software pre-installed on the hardware provided.
- Customer is responsible for ensuring their hardware, operating system, and network meet the software's minimum requirements before installation.
- Supplier will provide pre-installation specifications for system compatibility.
- If the Customer's infrastructure fails to meet these requirements, Supplier is not responsible for installation delays caused by system deficiencies.
- Customer must provide Supplier's engineers with secure access to:
 - Necessary servers, databases, and network configurations.
 - Any third-party software or hardware dependencies.
 - Customer must disable firewalls and security blocks that prevent installation.
- Customer is responsible for obtaining all third-party licenses (e.g., database software, integrations) before installation.
 - Supplier is not responsible for installation failures due to missing or incompatible third-party software.
- Customer must conduct User Acceptance Testing (UAT) within 10 business days of installation.
- If no issues are reported within 10 business days, the software is deemed accepted and fully operational.
- Post-Installation Support (If not included in a separate support contract)
 - Any post-installation support will be provided remotely, unless onsite support is explicitly agreed.

Onsite Training Conditions

Where onsite/in person training is detailed in the Statement of Work/Order Form, the following additional conditions will apply:

- Customer must provide a suitable training environment with necessary infrastructure, including:
- A training room with working computers, monitors, and internet access.
 - Access to any required software licenses (where applicable).
 - Audio-visual setup (projector, screen, speakers, if applicable).
- Maximum class size is 12 attendees per session unless otherwise agreed in writing.

Online/Video Conference Training Terms

Where remote training is detailed in the Statement of Work/Order Form, the following additional conditions will apply:

- Supplier will deliver training sessions via video conferencing software [Microsoft Teams] on the agreed dates and times.
- Supplier will deliver a classroom experience using Hurdle and Remote Desktop instances to facilitate training.
- The Customer is responsible for ensuring that all attendees have access to the required conferencing platform before the session starts.
- The Customer must provide:
 - A stable internet connection capable of supporting video conferencing.

- Compatible devices (e.g., computers, laptops, or tablets) with stable access to the internet.
 - Audio-visual equipment (microphone, speakers, webcam) as needed.
- Supplier is not responsible for delays or disruptions due to Customer-side technical issues (for example, but not exhaustively: firewall restrictions or poor connectivity).
- Training sessions may NOT be recorded unless agreed in advance.
- The Customer must not record, redistribute, or share training materials or video sessions without prior written approval from Supplier.