STATEMENT OF WORK

FOR MICROSOFT DYNAMICS D365 – BUSINESS CENTRAL (YES X3!)

Customer Contact Details -

- Name of End Customer:
- Main contact
- Phone
- Email
- Address

Required Date of Go Live:

1. The Fixed Functionality of Business Central (X2 Pack)

Microsoft Dynamics 365 Business Central is an Enterprise Resource Planning App that is part of a larger suite of Microsoft Business Applications.

The fixed functionality included in the Business Central X2 Pack is listed below in Blue.

The functionality available in other apps in the Business Suite are also listed but NOT included in this fixed price deliverable. Please note, however, that core functionality in Business Central, namely Account, Contact, Inventory and Pricing are used in other Apps within the Suite through Microsoft's Common Data Service.

Functionalities

Sales Pro - NOT Included

Account - Contact - Lead - Opportunity - Quote - Order - Invoice - Products - Price List - Goals

Business Central Functionality Included

Account - Contact - General Ledger - Accounts Payable - Accounts Receiveable - Projects - Warehouse Management - Manufacturing- Distribution- Time sheet - Inventory- Pricing - Purchasing

Marketing - NOT Included

Account - Contact - Lead - Marketing List (dynamic/static) - Campaigns - Quick campaigns

Customer Service - NOT Included

Account - Contact - Case Management - Contracts - SLA - Entitlements - Equipments - Resources - Goals - Articles - Knowledge base

Field Service - NOT Included

Account - Contact - Service agreement - Work orders - Schedule - Dispatch - Invoices - Customer assets - Inventory management - Purchase order - Material inward/RTA - Products - Price List

Project Service Automation - NOT Included

Account - Contact - Leads - Opportunity - Estimates - Projects - WBS - Schedule - Resource skill set - Resource booking - Time sheet - Expense booking - Customer billing

Talent - NOT Included

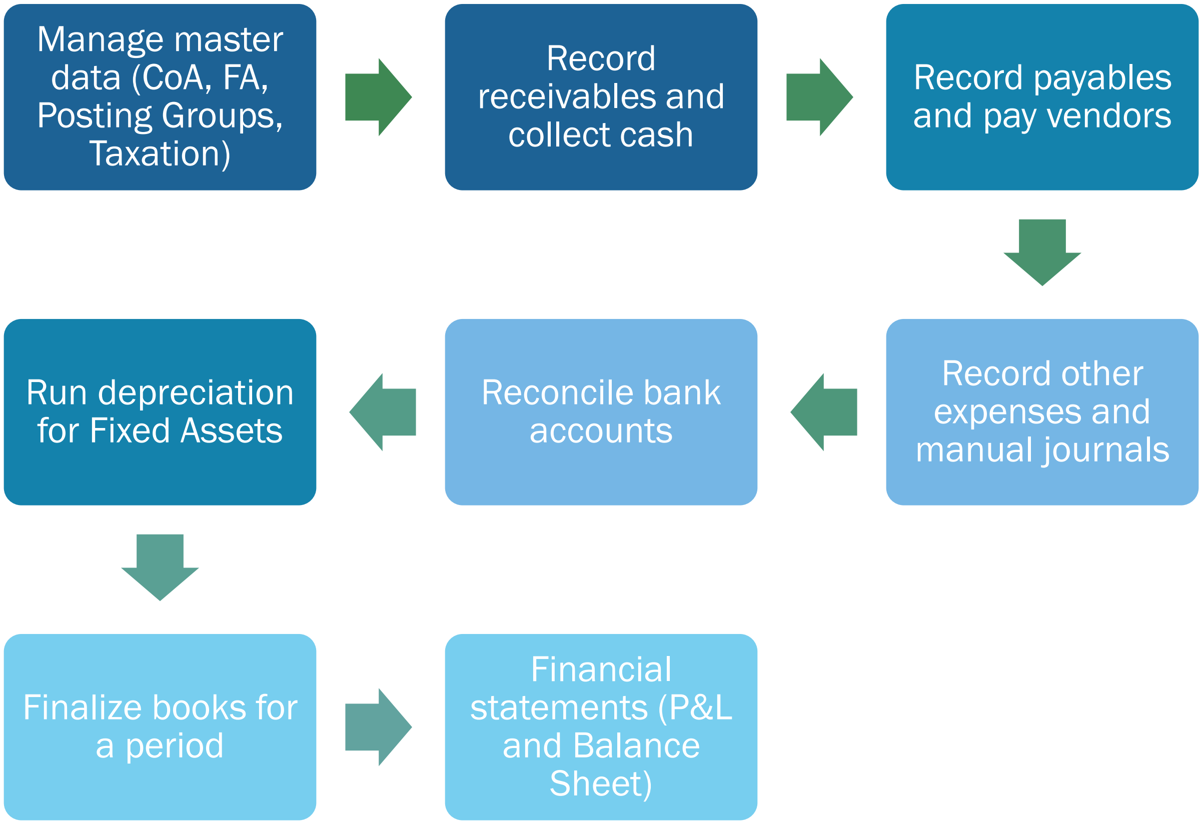
Recruit - Interview - Manage

2. Fixed Functionality covered in the X2 Pack.

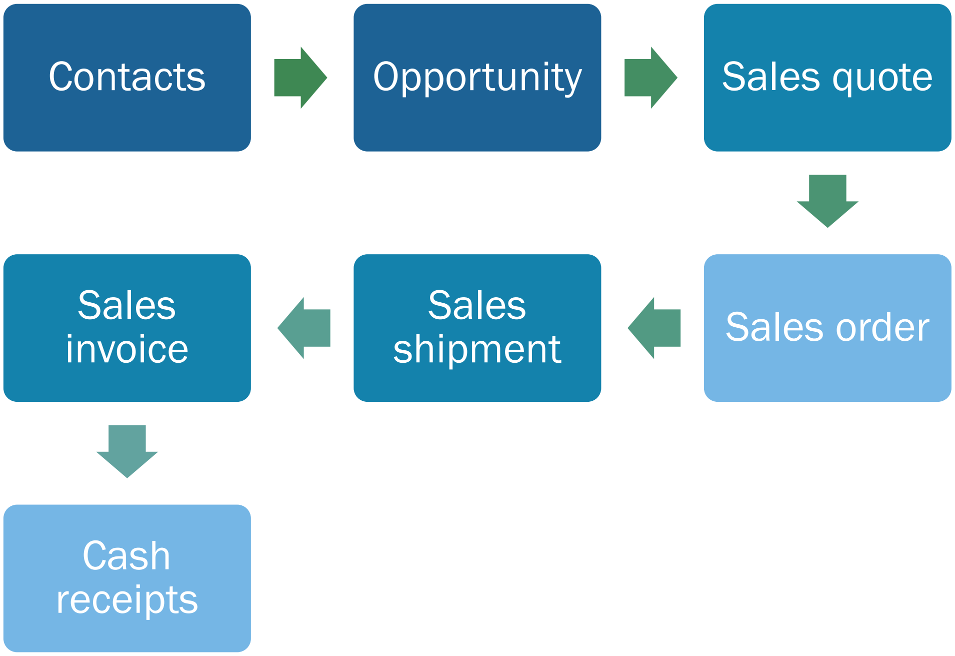
- Chart of Accounts
- Dimensions
- Managing Sales
    - Customers, Sales Quote, Sales Order, Shipments, Invoice, Cash Receipts and Sales Returns.
- Managing Purchase
    - Vendors, Vendor Quotes, Purchase Orders, Purchase Receipts, Invoice, Payments and Purchase Returns.
- Inventory Management
    - Item Master management, Costing methods, Inventory transfers, Item Journals, Item Reclassifications and revaluations.
- Bank Management
    - Bank Accounts
    - Reconciling Bank Accounts
- Fixed Asset
    - FA Master
    - Depreciation Calculations and Disposal
- G/L Budgets
- Multiple Currencies
- Accounts Schedules and Analysis by Dimensions
- Default reports related to Finance and Trading.

3. Process Flows Included

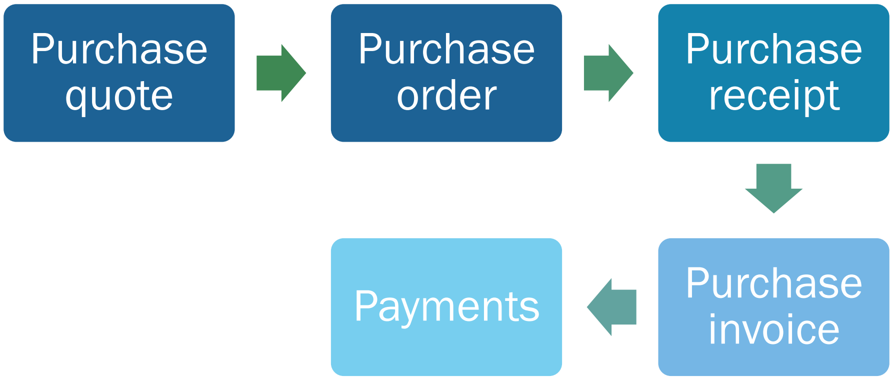
1. Financial Management Process Flow



2. Opportunity to Cash Process Flow



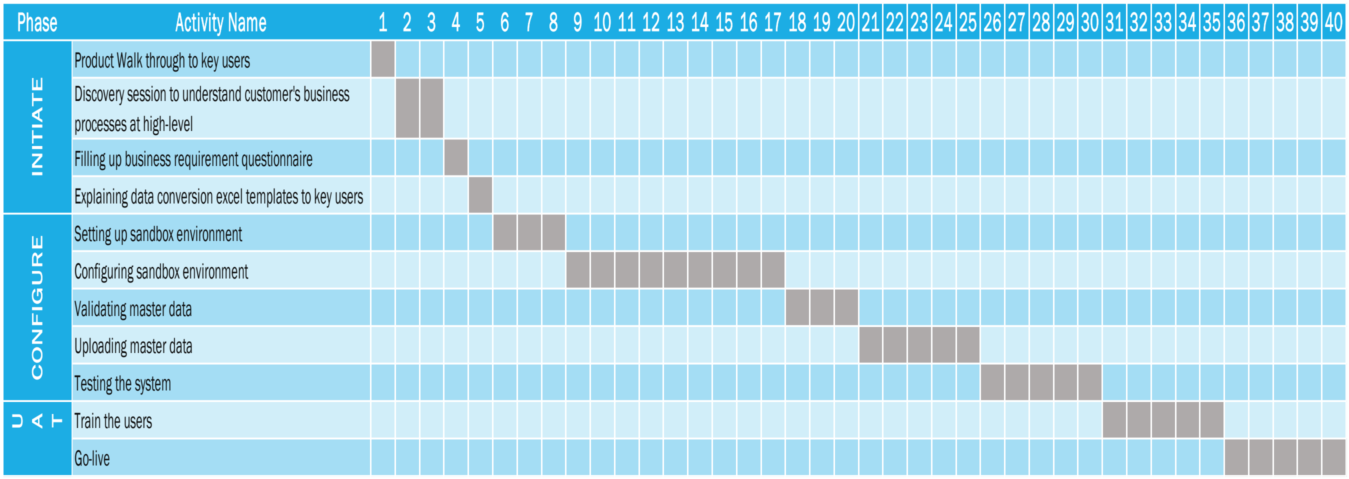
3. Procure to Pay Process Flow



4. Scope of Work

Module	Work Description
Company setting	Setting up company for one legal entity.
Company setting	Configuring No. series for all the masters and transactions for one legal entity.
Chart of Accounts	Uploading Chart of Accounts of the customer.
Dimensions	Configuring Profit/Cost centre and other dimensions based on the customer business need. (Up to 4 dimensions)
Posting Groups	Configuring vendor posting groups, which maps the vendor master and Chart of accounts.
Posting Groups	Configuring customer posting groups, which maps the customer master and chart of accounts
Posting Groups	Configuring inventory posting groups, which maps the item master and chart of accounts
Posting Groups	Combining business and product posting groups and chose the accounts to post to.
Master data	Importing Customer, Vendor, Fixed Assets and Item master data one-time.
Banks	Setting up all bank account information.
Currencies	Setting up multiple currencies as per the requirement with current exchange rates.
Fixed Asset	Fixed Asset configuration based on the requirement.
Journals	Configuring Journal Batches based on the requirement. (Up to 5 batches for each journal)
Financial Reporting	Balance Sheet and Profit and Loss report to be created based on the best practice.
Approval Workflow Setup	Five document approvals will be created based on the customer need.
Master data	Importing Customer, Vendor, Fixed Assets and Items master data one-time.
User Roles	Default user roles will be assigned to the users.
User Permissions	Default Permission Sets to be defined for 5 users without any Data Security Filters
Training	Training in the above Finance and Trading processes.

5. Project Schedule



Responsibility Matrix

Phases	Activity Names	DP	MWP	CUST
INITIATE	Product Walk through to key users	C	R	A
	Discovery session to understand customer's business processes at high-level	C	R	A
	Filling up business requirement questionnaire	C	R	A
	Explaining data conversion excel templates to key users	C	R	A
CONFIGURATION	Setting up sandbox environment	R	A	
	Configuring sandbox environment	R	A	
	Validating master data	R	A	I
	Uploading master data	R	A	
	Testing the system	R	A	
UAT	Train the users	C	R	A
	Validating user training		R	R
GO-LIVE	Go-live		R	R

R - Responsible A - Accountable C - Consulted I - Informed

DP – Delivery Partner MWP – YES DYNAMIC CUST – End Customer

6. Process Model

PHASE	ENTRY	TASK	VALIDATION	EXIT
INITIATE	1. Receipt of PO from customer	1. Product walkthrough to key users 2. Discovery session 3. Filling up questionnaire 4. Explain data templates		1. Questionnaire must be filled.
CONFIGURE	1. Questionnaire must be filled.	1. Setting up & configure sandbox environment 2. Validate master data 3. Upload master data 4. Testing the system	1. Users can get access 2. Uploaded master data must be verified	1. Phase completion review
UAT	1. 2nd phase review	1. Train the users 2. Test the system	1. Verify master data 2. Scenario based testing	1. UAT Completion
GO-LIVE	1. UAT completion	1. Setting up & configure production environment 2. Upload master data	1. Users can get access 2. Verify master data	1. Go-live sign-off

7. Pack Warranty

We will provide you with Pack Warranty to insure you are satisfied with the delivered solution. Please note: This warranty is NOT support. It is a DIAGNOSTIC service only. Any questions or queries you have can be channelled to our support desk where we will diagnose the issue and recommend a path of resolution which may be a simple fix, a change request or a need for training, etc. Our Pack Warranty will diagnose the issue. It will NOT resolve the problem. If you want to buy a full Pack Support offering, we can offer you prepaid Support Packs (in increments of 50 hours) for problem resolution.

By signing this agreement, I agree to pay 50% of the fixed price fee to begin the X2 Pack Implementation. I will pay and the remaining 50% when the project goes live.

Name of Customer: ________________________________

Name of Signatory: ____________________________________

Signature: ____

Date: ____