



## **Professional Services: Service Descriptions**

This Schedule describes the scope of professional services (“**Services**”) that may be provided by Avo Automation (hereinafter “**Service Provider**”) pursuant to an applicable Order Form. Services are provided on a commercially reasonable basis, subject to the assumptions, dependencies, and exclusions set forth herein.

### **1. Launch Package**

#### **1.1 Service Overview**

Standardized implementation engagement to support initial adoption of the automation platform and related services. Intended to provide structured onboarding, on-ground enablement with best-practice implementation, and early automation outcomes within a predefined scope.

Launch Package categories:

- Avo\_Srv\_Launch\_Basic
- Avo\_Srv\_Launch\_Standard
- Avo\_Srv\_Launch\_Enterprise

#### **1.2 Scope of Service**

The Launch Package may include the following activities:

- Initial scoping and discovery workshops to understand high-level customer objectives and workflows
- Automation feasibility assessment for selected use cases
- Design and implementation of a limited, mutually agreed set of automation assets
- Review and stabilization of delivered automation assets
- Knowledge transfer sessions focused on foundational usage and best practices
- High-level guidance on recommended approaches for scaling automation

#### **1.3 Deliverables**

- May include:
- Workshop outputs, summaries, demo recordings, or meeting notes
- Automation assets developed within agreed scope
- Knowledge transfer or enablement materials and best practice guidebook



## 1.4 Customer Responsibilities

- Customer shall:
- Designate qualified, trained resources for workshops and reviews
- Provide timely access to required systems, documentation, environments
- Make timely decisions and approvals

## 1.5 Out of Scope (Launch Package)

Unless expressly stated in a SoW, the Launch Package does **not** include:

- Manual test cases design & execution for Pre-UAT & UAT phases
- Custom integrations
- Enterprise-specific customization
- Formal classroom training
- Multi language support
- SIT and Performance Testing (both load and stress)
- Production support or operational ownership

## 1.6 Scoping, Discovery & Effort Estimation

As part of the engagement, the service provider will perform a structured scoping and discovery exercise to define the scope, feasibility, and delivery approach for the automation services.

This phase includes:

- Understanding application landscape, workflows, testing objectives
- Feasibility assessment
- Identify, prioritize, finalize automation candidates
- Effort estimation and delivery approach
- High-level delivery plan and assumptions

The depth and breadth of scoping may vary based on the engagement size, license entitlements, and implementation complexity. Where applicable, scoping activities may be embedded within a broader implementation or onboarding engagement.

## 1.7 Delivery & Test Case Creation



Following scoping and agreement on the automation scope, the service provider will design and deliver automated test cases in accordance with established best practices and the agreed delivery plan.

Delivery activities include:

- Test case design aligned to documented workflows and scenarios
- Automated script development using inbuilt product frameworks/methodologies
- Reusable and scalable automation patterns
- Structured reuse techniques
- Emphasis on consistency, quality, extensibility

The number of test cases delivered, level of reuse, and complexity of automation may vary based on the agreed scope, application coverage, and engagement model. Any custom implementation-led engagements that fall outside the scope of the Launch Package shall be subject to a separate Implementation Statement of Work (“SoW”) mutually executed by the parties.

Note: Subject to the applicable Order Form and deal size, the Professional Services must be consumed within one (1) year from the effective date of the applicable Order Form.

## **2. Training Services – Standard**

### **2.1 Service Overview**

**Standard Training Services** provide structured enablement for users of the Service Provider’s products through self-learning e-modules or instructor-led or facilitated sessions based on training services sold

### **2.2 Scope of Services**

Training Services may include:

- Delivery of predefined training modules aligned to standard product functionality
- Demonstrations and guided exercises
- Training for up to 15 pax

### **2.3 Deliverables**

- Training materials or references
- Attendance-based completion acknowledgement (where applicable)

### **2.4 Customer Responsibilities**



The Customer is responsible for:

- Ensuring participant attendance and prerequisite knowledge
- Providing training facilities, tools, or system access where required

## **2.5 Limitations**

Training Services are intended for knowledge transfer only and do not include certification guarantees, customization of course content, or post-training operational support unless expressly agreed.

## **3. Training Services – Advanced / Custom**

### **3.1 Service Overview**

Advanced or Custom Training Services provide deeper, role-specific or use-case-specific enablement beyond standard training modules.

### **3.2 Scope of Services**

May include:

- Advanced feature walkthroughs
- Configuration-focused training
- Training for up to 15 pax

### **3.3**

### **Scope**

### **Controls**

Advanced Training Services are limited to the topics, duration, and audience size expressly stated in the applicable Order Form.

## **4. Avo\_Srv\_Configuration\_OnPrem**

### **Service Overview**

Avo\_Srv\_Configuration\_OnPrem is a professional services engagement designed to support the setup and configuration of Avo's on-premise solution in Customer on-premises or hybrid infrastructure environments. Given that on-premises, and hybrid deployments vary significantly based on Customer architecture, security policies, and infrastructure constraints, this service provides implementation-phase assistance during environment preparation or platform deployment.



## Scope of Services

The Services may include the following activities, as applicable and as expressly agreed in the applicable Order Form:

- Review of Customer-provided infrastructure architecture relevant to on-premises or hybrid deployment
- High-level guidance on environment prerequisites and deployment considerations for Avo
- Assistance with configuration of Avo components within Customer-managed on-premises or hybrid environments
- Coordination with Customer's Infrastructure & technical teams to align configuration with Customer security, network, and access requirements
- Validation of basic connectivity and configuration readiness for intended use cases

The Services are limited to configuration support and do not include operational ownership or ongoing system administration.

## Deliverables

Deliverables may include, as applicable:

- Configuration support activities completed within the agreed scope
- High-level configuration notes or implementation guidance
- Confirmation of environment readiness for agreed usage scenarios

## Customer Responsibilities

The Customer shall:

- Provide timely access to relevant infrastructure, systems, credentials, and technical documentation
- Ensure availability of qualified technical personnel to support configuration activities
- Be responsible for infrastructure provisioning, security approvals, firewall rules, and system hardening
- Make timely decisions and approvals required for implementation progress

## Assumptions and Dependencies

- Services are dependent on Customer-provided infrastructure readiness and access
- Delays or limitations caused by infrastructure constraints, security restrictions, or third-party systems may impact delivery timelines



- Services are delivered on a commercially reasonable efforts basis

## Out of Scope

Unless expressly stated in an applicable Order Form, the Services do not include:

- Design, procurement, or hosting of Customer infrastructure
- Custom development, scripting, or non-standard integrations
- Ongoing monitoring, production support, or operational management
- Security audits, penetration testing, or regulatory compliance validation
- Resolution of third-party software, hardware, or network issues

## **5. Avo\_Srv\_Onsite\_Travel\_Adjust**

### Service Overview

Avo\_Srv\_Onsite\_Travel\_Adjust is a commercial service designed to capture and allocate region-based travel and related expenses incurred in connection with onsite delivery of Professional Services. This service enables separation of travel cost variability from professional services pricing, ensuring transparency and pricing consistency across engagements.

### Applicability

This service applies only when onsite consulting or onsite delivery of Services is expressly required under an applicable Order Form or Statement of Work (SoW).

### **Scope of Services**

The Service may include, as applicable:

- Identification and application of region-based travel cost adjustments associated with onsite service delivery
- Pass-through or allocation of reasonable travel-related expenses incurred for onsite engagement activities
- Structuring of travel costs as a separate line item distinct from professional services fees
- This Service does not include the provision of professional consulting services itself but applies solely to the commercial treatment of travel-related expenses.

### **Covered Expenses**

Subject to the applicable Order Form or Statement of Work (SoW), covered expenses may include:

- Airfare or other transportation costs
- Lodging expenses
- Local transportation



- Reasonable meals and incidentals
- All expenses are subject to reasonable cost standards and any limits or caps expressly stated in the Order Form.

### **Deliverables**

- Deliverables may include, as applicable:
- Documentation or invoicing reflecting region-based travel expense adjustments
- Itemized expense summaries, where required under the Order Form

### **Customer Responsibilities**

The Customer shall:

- Confirm onsite service requirements and locations in advance at least 6 weeks prior to the start of engagement
- Comply with Customer travel, security, and onsite access policies, where applicable
- Reimburse approved travel expenses in accordance with the payment terms set forth in the Order Form

### **Assumptions and Dependencies**

Travel expenses vary by geography and timing and are outside the control of the Service Provider

Actual expenses may differ from estimates due to changes in travel conditions, schedules, or Customer requirements

Travel expenses are incurred only when onsite presence is expressly required

### **Out of Scope**

- Unless expressly stated in an applicable Order Form, this Service does not include:
- Professional services fees or consulting labor
- Per diem commitments beyond actual incurred expenses
- Travel undertaken without prior Customer approval
- Costs arising from Customer-initiated schedule changes, delays, or cancellations

## **7. General Assumptions and Dependencies**

Unless otherwise agreed in writing:

- Services are delivered remotely during standard business days
- Delivery is dependent on timely Customer inputs and access
- Delays caused by Customer dependencies may result in rescheduling or re-scoping



## **Service Add-Ons (the “Add-on Services”)**

### **Dynamics 365 (Finance & Operations)**

#### **1. Overview**

Dynamics 365 (Finance & Operations) accelerators pack provide Customers with access to pre-built, reusable automation test assets developed for use with the Service Provider’s automation platform. These assets are designed to support testing of standard Microsoft Dynamics 365 (F&O) functionality and commonly used business processes.

These Add-on Services may include, as applicable and expressly agreed in an Order Form:

- Provision of pre-built automation test scripts aligned to standard Dynamics 365 (F&O) modules and workflows
- Structured automation assets designed for reuse, extension, and integration into Customer’s test automation framework
- Pre-defined segregation of automation components to support execution, maintenance, and regression testing
- High-level guidance on how Accelerator assets may be adapted or extended within the Customer environment

Add-on Services are based on standard Dynamics 365 (F&O) process simulations and are intended to represent typical system usage patterns. Accelerator assets are not Customer-specific unless expressly customized under a separate engagement.

#### **2. Supported Functional Areas**

Add-on Services may support automation coverage for standard functionality across the following Dynamics 365 (F&O) modules, subject to availability and agreed scope:

- General Ledger (GL)
- Accounts Payable (AP)
- Accounts Receivable (AR)
- Cash and Bank Management
- Fixed Assets
- Procurement and Sourcing
- Product Information Management (PIM)
- Inventory and Warehouse Management



- Sales and Marketing
- Project Management and Accounting
- Human Resources (HR)
- Cost Management

Coverage may vary depending on the Dynamics 365 (F&O) version, system configuration, and Customer environment.

### **3. Supported Business Processes**

Add-on Services may include automation assets aligned to standard end-to-end Dynamics 365 (F&O) business processes, including:

- Procure-to-Pay (P2P)
- Order-to-Cash (O2C)
- Project-to-Profit
- Hire-to-Retire (H2R)
- Record-to-Report (R2R)

These processes are intended to support test execution and validation activities and do not represent a comprehensive or guaranteed coverage of all Customer workflows.

### **4. Deliverables**

Deliverables under Add-on Services may include, as applicable:

- Access to pre-built automation test scripts and related assets
- Documentation or reference materials describing asset structure and usage
- High-level guidance on reuse and extension of Accelerator assets

### **5. Customer Responsibilities**

The Customer shall:

- Ensure access to relevant Dynamics 365 (F&O) environments, configurations, and test data
- Validate, review, and approve the suitability of Accelerator assets for use within its environment
- Perform any required configuration, customization, or extension unless separately agreed

### **6. Limitations and Assumptions**

Unless expressly stated otherwise in an Order Form:



- Accelerators are delivered as-is.
- Customers acknowledge that accelerators may not fully match their specific configuration, application version, or integrations.
- Any required adjustments or customization will be treated as additional services.

## **7. Out of Scope**

Add-on Services do not include, unless expressly agreed in writing or in Statement of work (SoW):

- Custom development or creation of Customer-specific automation scripts
- Validation of business logic, regulatory compliance, or audit requirements
- Ongoing operational support or maintenance of automation assets
- Remediation of Dynamics 365 (F&O) product defects or third-party issues

## **SAP**

### **1. Service Overview**

SAP Add-on Services provide Customers with access to pre-built, reusable automation test assets developed for use with the Service Provider's automation platform. These assets are designed to support testing of standard SAP S/4HANA functionality and commonly used transaction codes and business processes.

The services are intended to help Customers accelerate test automation initiatives, reduce manual effort, and improve consistency and reusability across testing cycles.

### **2. Scope of Services**

The Services may include, as applicable and as expressly agreed in an Order Form:

- Provision of pre-built automation test scripts aligned to standard SAP S/4HANA modules and transaction codes
- Automation assets designed to represent commonly used SAP business workflows and user interactions
- Structured and modular automation components to support reuse, extension, and maintenance
- Pre-defined segregation of test components to support execution and regression testing activities
- High-level guidance on the use and adaptation of Accelerator assets within the Customer environment



The services are based on standard SAP process simulations and are not Customer-specific unless expressly customized under a separate engagement.

### 3. Supported Functional Areas

The services may include automation coverage for standard SAP S/4HANA functionality across the following modules, subject to availability and agreed scope:

- **Sales and Distribution (SD)**
  - Example transaction codes: VA01 (Create Sales Order), VA41 (Create Quotation)
- **Materials Management (MM)**
  - Example transaction codes: ME21N (Create Purchase Order), MM01 (Create Material)
- **Production Planning (PP)**
  - Example transaction codes: CS01 (Create Bill of Materials), CO01 (Create Production Order)
- **Financial Accounting (FI)**
  - Example transaction codes: FB60 (Enter Vendor Invoice), AS01 (Create Asset)

Transaction codes listed are illustrative and may vary based on SAP version, configuration, and scope.

### 4. Supported Business Processes

The services may include automation assets aligned to standard SAP end-to-end business processes, including:

- **Quote-to-Cash (QTC)** – Sales quotation through invoicing and payment receipt
- **Procure-to-Pay (PTP)** – Procurement through vendor payment
- **Record-to-Report (RTR)** – Financial posting, closing, and reporting
- **Supply-to-Market (STM)** – Supply chain execution from sourcing to delivery

These processes are intended to support testing activities and do not represent comprehensive coverage of all Customer workflows.

### 5. Deliverables

Deliverables under the services may include, as applicable:

- Access to pre-built SAP automation test scripts and related assets
- Documentation or reference materials describing asset structure and usage
- High-level guidance on reuse and extension of Accelerator assets



## **6. Customer Responsibilities**

The Customer shall:

- Provide access to relevant SAP environments, configurations, and test data
- Validate and approve the suitability of Accelerator assets for use in its environment
- Perform any required configuration, customization, or enhancement unless separately agreed

## **7. Limitations and Assumptions**

Unless expressly stated otherwise in an Order Form:

- Accelerator assets are provided on a commercially reasonable efforts basis
- The Services do not guarantee defect detection, test coverage, or business outcomes
- Accelerator assets may require modification to function within Customer-specific SAP configurations
- Compatibility may vary depending on SAP S/4HANA version, system customizations, and third-party integrations

## **8. Out of Scope**

The Services do not include, unless expressly agreed in writing:

- Development of Customer-specific or production-grade custom automation scripts
- Validation of business logic, statutory compliance, or regulatory requirements
- Ongoing operational support or maintenance of automation assets
- Resolution of SAP product defects or third-party system issues