EFT Accelerators Service SOW

1   Goals

One-on-one engagement, in which Customer will work directly with a Consultant specialist to discuss Customer's requirements, coupled with customized advice for Customer's environment.

During the EFT Accelerators Service, the Consultant will not build anything in Customer's production. Consultants may build out a portion of the deliverables in a development/test environment; for the majority of the Service, the Consultant shall show Customer how to accomplish a particular goal, as opposed to Consultant completing the goal for Customer.

All EFT Accelerators Services are non-passive. Consultant may assign a specific action plan to Customer for adoption of the feature. The EFT Accelerators Service may require involvement from Customer's stakeholders at the organizational level, such as business users, administrators, developers, change management resources, and executive sponsorship. A follow-up session will be scheduled within ten (10) business days of the coaching session to review the feature adoption by customer.

2   Deliverables

- EFT Accelerator Report
- One-on-one consultation, best practices and recommendations review
- Feature adoption checklist review with Customer

3   In-Scope

The following are activities and limitations defined by service:

Service Feature	PS EFT Accelerator
Service Type	Fixed Price
Estimated Duration of Service	Kickoff: Thirty (30) minute remote session Coaching session: **one** (1) deep dive remote 1-on-1 session **(up to a half-day)** Follow-up session: **one** (1) final review session (one hour remote) with Customer within ten (10) business days after the coaching session Consultant will remain reachable via email (typical response time is one to two days) for up to ten (10) business days from the Coaching Session for any additional inquiries. Additional remote sessions (up to thirty minutes each) may be available upon request and subject to Consultant's schedule.

Core Focus	**One (1)** topic of any of the following:
	1) **Sending and sharing files using Workspaces**
	   a) Review of use cases for Workspaces, send and request files, drop-off portal
	   b) How to use and manage Workspaces
	   c) Feature adoption checklist
	2) **Remote Agent module**
	   a) Review of use cases for Remote Agents
	   b) How to install remote agents, manage profiles, use remote automation rules

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Service Feature	PS EFT Accelerator

	c) Feature adoption checklist
	3) Tracking and monitoring files
	   a) Understand ARM settings, client logs, and tracking file transfers
	   b) How to configure ARM, custom reports
	   c) Feature adoption checklist

Documentation	Globalscape EFT Accelerator Report

4   Out-of-Scope

Globalscape will not perform the following:

- Services or activities **not** mentioned on "In-Scope" section; these include – but are not limited to – the following:

- Any services or activity on non-Globalscape products, Network troubleshooting and/or reconfiguration

- Training, installation of EFT (requires additional professional services)

5   Schedule

The schedule of the services shall be mutually agreed upon by both parties no later than one (1) week from execution of this SOW during the kickoff meeting. Both parties agree that at no time will the Schedule be altered without written permission from the other party. A minimum of **SEVEN** days' notice from Customer is required to plan and schedule the services.

6   Requirements

- Time commitment during the coaching session from Customer personnel, such as EFT administrators, change management resources, networking, business users, etc.
- EFT System must be installed, and must have working functionality.
- For all feature option, the EFT License(s) must be purchased with an applicable Maintenance and Support Plan by the Customer.

Terms and Conditions

Terms and Conditions for Globalscape Professional Services are defined in the Globalscape Professional Services General Terms and Conditions (Exhibit to Statement of Work), located at the following link: [Globalscape Professional Services General Terms and Conditions (Exhibit to Statement of Work)](#).