EFT Assessments Service SOW

Customer agrees that this SOW is fixed-price, and all fees are based on Globalscape's completion of the Deliverables defined within Section 2 – Deliverables.

1 Goals

Review, provide analysis and report findings and recommendations based on customer MFT implementation.

2 Deliverables

- EFT Report
- Findings and recommendations review
- Best practices and product knowledge transfer

3 In-Scope Activities

The following are activities and limitations defined by service:

Service Feature	PS EFT Health Check	PS EFT Platform Assessment	PS EFT Automation Assessment	PS EFT Server Security Assessment Service
Core Focus	Review of stability and health of **one (1)** EFT environment	Full review of MFT Business Requirements for Customer project	Full review of MFT automation logic and automation business requirements	Full review of EFT Security Best practices
Service Sessions	One (1) Kickoff session (remote conference) Up to one (1) Planning and Analysis sessions (remote conference). One (1) Implementation session	One (1) Kickoff session (remote conference) Up to one (1) Planning and Analysis sessions (remote conference). One (1) Implementation session	One (1) Kickoff session (remote conference) Up to one (1) Planning and Analysis sessions (remote conference). One (1) Implementation session Deep review/analysis up to 20 event rules	One (1) Kickoff session (remote conference) Up to one (1) Planning and Analysis sessions (remote conference). One (1) Implementation session
Planning and Analysis	Globalscape to review customer environment, goals, setup metrics, gathering information and preparing EFT to collect information			Globalscape to review customer environment configuration and security policies and requirements

EFT Assessments Service SOW

Service Feature	PS EFT Health Check	PS EFT Platform Assessment	PS EFT Automation Assessment	PS EFT Server Security Assessment Service
Implementation	Globalscape to analyze EFT usage and metrics. Investigate and review existing support cases			
	Globalscape to review current and future architecture and EFT system requirements			
	Globalscape to examine audit and log information for indications of poor performance or abuse			
	Globalscape to identify possible enhancements, recommendations, tuning to Customer EFT configuration			
		Globalscape to develop an MFT platform migration project and strategy plan		
		Business Requirements: Globalscape to review MFT business requirements and use cases analysis, prototyping, orientation, and consulting on best practices	**Business Requirements:** Globalscape to review MFT business automation processes for simplification and refactoring	
	Score Rating Areas			
	Architecture: Globalscape to review architecture types that may deviate from best practices high performance environments

Performance: Globalscape to review system settings across Customer's environment that could affect Customer's ability to process more efficiently.

Standards: Globalscape to evaluate | **Architecture**: Globalscape to review architecture types that may deviate from best practices high performance environments

Performance: Globalscape to review system settings across Customer environment that could affect Customer's ability to process more efficiently.

Standards: Globalscape to evaluate consistency across Customer configuration to ensure | **Maintainability**: Globalscape to assess how current automation is developed and ease of maintenance for changes, testing, and promote best practices is being used.

Complexity: Globalscape to assess the complexity on the current automation's ease of understanding and documentation.

Resilience: Globalscape to review how Customer's current automation is being used in terms of | **Security**: Globalscape to assess Customer's configuration following security best practices for EFT configuration, data handling, data retention and Auditing, encryption and file transfer transport protocols.

Compliance: Globalscape to review Customer's compliance on PCI, Terms of Service, Privacy Policies, and GDPR Data Protection Impact Assessments |

GLOBALSCAPE

EFT Assessments Service SOW

Service Feature	PS EFT Health Check	PS EFT Platform Assessment	PS EFT Automation Assessment	PS EFT Server Security Assessment Service
	consistency across Customer's configuration to ensure configuration is set up for easy maintenance.	configuration is set up for easy maintenance.	error handling and notifications **Performance**: Globalscape to review specific automation performance looking for areas where automation, requirements or configuration might pose issues	
Automation	Globalscape to conduct high –level review for possible improvements of automation event rules.	Globalscape to conduct high-level review for possible improvements of automation event rules.	Globalscape to analyze file transfer patterns/flows Globalscape to design MFT Automation Framework	
		Globalscape to provide static analysis and recommendation for moving EFT configuration and EFT automation from/to different Architecture (HA, Cloud, Arcus).		
			Globalscape to analyze Deep automation process with Customer's subject matter experts and stakeholders	
Documentation	Globalscape to develop a Health Check Report	Globalscape to develop a MFT Platform Assessment Report	Globalscape to develop a MFT Automation Assessment Report	Globalscape to develop an MFT Security Assessment Report
Others	Globalscape to perform a review and knowledge transfer of the Health Check results between Globalscape and Customer	Globalscape to perform review and knowledge transfer of the Assessments results between Globalscape and Customer	Globalscape to perform review and knowledge transfer of the Assessments results between Globalscape and Customer	Globalscape to perform review and knowledge transfer of the Assessments results between Globalscape and Customer

GLOBALSCAPE

EFT Assessments Service SOW

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

- User Acceptance Testing (UAT) on EFT systems or dedicated assistance during cutover events (requires additional professional services).

5   Schedule

Once agreed upon, 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.

Terms and Conditions

Globalscape will perform this SOW in consideration for the payment of the Professional Services fees set forth in the Quotation that references and incorporates this SOW.

The Services described in this SOW will be provided by Globalscape, pursuant to and governed by Globalscape's Professional Services Terms and Conditions (Exhibit to Statement of Work), which can be found at: https://www.globalscape.com/documentation.

GLOBALSCAPE