

EFT Cut over Service SOW

1 Goals

The goal of the EFT Server Cut over Service is to assist customers with a dedicated Globalscape Certified EFT Professional during the critical event of go live or cut over. Our team will coordinate with stakeholders during every step after an EFT Migration, build an action plan for the cut over along with a rollback, and after the system goes live, we will monitor your system to ensure operations are working as expected.

2 Deliverables

- Assistance during cutover
- Knowledge transfer

3 In-Scope Activities

The following are activities and limitations defined by service:

Service Feature	PS EFT Server Cut over
Service Type	Fixed Price
Duration	One (1) consultant time commitment up to two (2) days
Planning and Analysis	Review and validate with customer activities prior of the cutover event
	Review and validate rollback procedures
Implementation	Validation of any deltas in configuration or files
	Resync of deltas from old production config and files into new environment (if needed)
	Assistance to customer during one (1) cutover event
Validation & Testing	Perform EFT system validations
	Monitor and verify new production environment
	Troubleshooting of configuration issues related to a migration or upgrade service
Others	Dedicated consultant assigned in standby to CUSTOMER for up to one (1) day after cutover event (if needed)
	Rollback to previous environment (if needed)
	Globalscape standard templates documentation
	Project Management Control

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

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- User Acceptance Testing (UAT) on EFT systems or dedicated assistance during cut over events (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.

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, which can be found at:
<https://www.globalscape.com/documentation>.