

# Custom Implementation Services Offering

## Objectives

The Auth0 Custom Implementation Services offering is designed to provide Auth0 customers with assistance in designing, building, testing and delivering custom code assets in support of their Auth0 Platform deployment.

The Custom Implementation Services offering includes 15 or more days of consulting services, delivered remotely. The actual delivery logistics will be agreed upon with the Customer and will depend upon Auth0 and Customer resources availability and time frame.

## Approach and Activities

The following activities are included in the scope of the Custom Implementation Services offering:

### Consulting (15 or More Days – Remote delivery)

An Auth0 Solutions Architect (SA) will deliver the offline consulting engagement upon mutual agreement that the pre-requisites for project initiation have been met. (The pre-requisites are described below.)

Activities typically include some of the following, as time allows:

- **Scoping Session** - Typically this session would be conducted prior to the Customer purchasing the Custom Implementation Services package. In the rare cases where this has not been done prior to the engagement, Auth0 SA will meet with all key Customer stakeholders, run discussions to help understand and document the Customer environment, their Identity and Access Management requirements, and the Auth0 custom implementation requirements. The scoping document typically includes:
  - a. Goals and success criteria for the project
  - b. Deliverables for the project
  - c. List of acceptance tests for each Deliverable that the Customer should perform to call the project "done"
  - d. Description of functionality in scope for implementation
  - e. Description of functionality NOT in scope for implementation (as appropriate to remove ambiguity)

- f. Description of use cases that will be tested
  - g. Description of materials the Customer must provide as part of the engagement (ex: sample user export files, test accounts to 3rd-party systems required)
  - h. Technical requirements for implementation and hosting, if applicable
- **Discovery, Architecture and Planning** - Auth0 SA will perform the standard discovery, architecture, and planning processes that typically take place during the standard advisory PS engagement (see Standard Services Offering service description <https://cdn2.auth0.com/docs/media/articles/services/Auth0-Services-Standard.pdf> as an example).
  - **Implementation Project Initialization** - Auth0 SA will
    - a. Create repository - Create a new private Github repository to be used for all code deliverables. Grant all Customer stakeholders access to this repository.
    - b. Request access to required resources - For integrations with 3rd-party products, the Customer is responsible for supplying Auth0 with any necessary access to the 3rd-party systems, and the SA will request access to these if applicable.
    - c. Schedule sessions - Schedule a series of working sessions with the Customer, with a cadence of at least one session per week, to perform discovery, architecture, and planning in the beginning of the project, and to keep the Customer informed of progress and provide demos through the rest of the engagement.
  - **Custom Implementation Building** - Auth0 SA will work with the Customer's engineering resources to build and configure their desired functionality.
  - **Testing** - Auth0 SA will work with the Customer's test cycles to help validate quality and readiness. Customers must perform their own end-to-end acceptance testing of the delivered solution within the larger context of their product or service prior to deployment. If there is any dispute as to acceptance, then the parties will follow the acceptance testing process in Auth0's Professional Services Terms.
  - **Deployment** - It is the responsibility of the Customer to deploy the Deliverables and their own software and products. Auth0 SA will not be directly involved in the deployment process. However, the SA will be available to provide assistance in the event there is a functional problem with the Deliverables.
  - **Limited Post-Deployment Support** - Auth0 SA will reserve a small number of hours at the end of the project to fix any issues with the Deliverables post go-live. Per Auth0 Professional Services terms published at <https://cdn.auth0.com/website/legal/files/Auth0-Professional-Services.pdf>, Auth0 provides a standard 60 day performance warranty for Deliverables.
  - **Project Wrap-up** - Auth0 SA will share knowledge with the Customer to help the Customer maintain the solution going forward. This will typically be in the form of a README file, located in the Github repository that the Customer will retain access to.

## Pre-requisites and Assumptions

- The engagement must be scheduled at least twenty one (21) days in advance.
- Services not used within one hundred and eighty (180) days following the date of the full execution of the ordering document with which this services offering description is associated will expire without right of refund.
- For integrations with 3rd-party products, the Customer is responsible for supplying Auth0 with any necessary access to the 3rd-party systems.

- It is the responsibility of the Customer to deploy the Deliverables and their own software and products. Auth0 SA will not be directly involved in the deployment process.
- The professional services described in this document are provided pursuant to, and governed by, Auth0's Professional Services Terms published as <https://auth0.com/legal> (unless the Subscription Agreement in effect between Auth0 and Customer provides that different terms apply).