

Workato Agentic Quick Start Onboarding

1. Description of Services

Included in the AgentX Apps Quick Start Package

- a. The following Services are to be provided by a Workato AI Solutions Services specialist (or similar), allocated for a maximum of 60 hours.
 - i. Kickoff & Discovery - understanding the goals, and success metrics, identifying the systems, applications, data sources, security and compliance requirements, and identifying and prioritizing use cases to implement.
 - ii. Implementation - provisioning the workspace, supporting configuring connections to applications and data sources, supporting configuring Sack/MS Teams (if needed), configuring the LLM, customizing and implementing skills and workflows, and any agreed-upon and in-scope custom integrations.
 - iii. Testing - fine-tuning the prompts, testing performance and accuracy, supporting user acceptance testing, and prioritizing and addressing backlog of issues reported during user acceptance testing.
 - iv. Supporting Go-live on production - Support deployment to production and help troubleshoot issues discovered during this phase.
 - v. Hypercare post go-live - Training and knowledge transfer, prioritization and addressing feedback as needed

2. Customer Obligations

Customer acknowledges that its timely provision of and access of assistance, cooperation, complete and accurate information and any necessary data or system to Workato are essential to the performance of any services set forth in this package. Workato will not be responsible for any deficiency in performing the services if such deficiency results from the failure of Customer or its employees and agents to comply with the terms of this section.

Customer will perform the following activities:

- a. Provide Workato with full access to relevant functional, technical, and business resources and personnel with adequate skills and knowledge to support the performance of the Services, including Customer system and the Third-Party Applications that are part of the implementation.
- b. Provide any notices, and obtain any consents, required for Workato to perform the Services.
- c. Provide access to any development environments to the extent necessary for Workato to perform the Services.
- d. Provide access to sandbox instances or test areas of the Third-Party Applications set forth in the implementation.
- e. Provide a minimum of one (1) business days advance notice before any meetings are scheduled.

3. Project Assumptions

- a. All Services set forth will be performed remotely. In the event that meetings are necessary, such meetings will be scheduled keeping in mind the timezone where the Workato resources reside.
- b. Workato may engage a partner to perform any/or all of its obligations, provided that Workato shall remain liable for such partner's performance of its obligations under this package.
- c. When necessary, any travel expenses to the Customer site will be an additional cost at the rates agreed to by the parties and set forth in this package. Workato agrees not to incur any expenses without Customer's prior written approval
- d. All communications between the parties for the Services provided will be in English.

- e. Customer acknowledges that if Workato's cost of providing the Services increases because of Customer's failure to meet Customer's obligations, failure to cooperate, or because of any other circumstance outside of Workato's control, then Customer agrees to pay Workato for such incurred costs.
- f. Customer acknowledges to designate a project manager who shall be responsible for coordinating activities under this package. Customer project manager shall have the authority to approve Services on Customer's behalf.

4. Term

The Term of this package will be twelve (12) weeks from the Effective Date.

5. Right to Use

Customer's right to use the Recipes and Connectors created under this SOW shall be in accordance with the terms of the Agreement.

6. Limitation of Liability

Notwithstanding anything to the contrary in the Agreement, in no event shall Workato's or its Affiliates' liability for any damages, losses, and causes of action arising out of or relating to the performance of Services under this package exceed, in the aggregate, the fees paid or payable to Workato.

7. Change Control Process

Any request for changes to the scope, time specifications, requirements, costs or contractual obligations related to the scope of Services must be in writing. If estimated hours are insufficient to deliver the Services, a change order for additional hours must be executed by the parties. Changes may incur additional fees.

8. Project management

Each party agrees to designate a project manager who shall be responsible for coordinating its activities under the Workato Agentic Quick Start Package. The parties agree to direct all inquiries concerning the Services to the other party's project manager. Customer project manager shall have the authority to approve Services on Customer's behalf. Workato's project manager shall have the sole right to exercise direct control and supervision over the work assignments for Workato's resources.