



APPLICATION SERVICES SKU DESCRIPTIONS

Sakon provides a purpose-built cloud-based platform to manage all data and experiences to support Enterprise Communication Services and the Modern Device Lifecycle. Sakon integrates with mobility service providers, VARs, ISVs, and OEM platforms to facilitate a seamless end-to-end customer experience with real-time updates about estates, orders, tickets, and SLAs. Many Fortune 500 customers rely on Sakon to enable their corporate liable, BYOD, Mobile Device as a Service (MDaaS), and hybrid mobility environments. Learn more at sakon.com.

SKU	SKU Description
Sakon Device Platform (SDP)	The Sakon Device Platform aggregates and normalizes mobility details from different sources such as vendors, MDM/UEM software and client feeds (i.e., HR) in order to present a global view of the mobile estate. The application enables organizations with provisioning, securing, supporting and managing the costs of its mobile, end-user computing, IoT, RPM, Rugged, devices and services

SKU	SKU Description
Self Service Portal (SSP)	Sakon's self-service portal enables employees and end users to manage their devices, initiate requests, get help, track policies, and communicate in an easy and efficient manner. End users can order new devices and services, make changes, and manage existing plans and policies, as well as keep track of their ongoing costs. In addition, managers and administrators can manage policies, and approve workflow requests.

SKU	SKU Description
Employee Mobile App (EMA).	Sakon's Employee Mobile App empowers employees with a seamless mobile experience conveniently managed on their own devices. The app makes it convenient and easy for the end user to manage their mobile experience (all the orchestration happens in the background) while also offering businesses the ability to better understand the end user. By pushing key information out to users empowers users to



	manage their own mobile experience while also bringing a range of information back into businesses to help those businesses make better decisions and more effectively manage their mobile estate.
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SKU	SKU Description
Expense Management (EM).	The Expense Management capability automates the invoice acquisition, optimization, and payment of Device and Service Expenses. EM includes Invoice Management, Loading, Cost Allocation, Invoice Payment File, Service Optimization and Savings Management.

SKU	SKU Description
Reporting & Analytics ("RA").	RA provides organizations with visibility into its device and service connectivity spend. RA delivers a suite of standard reports, ad-hoc query builders and dashboards.



MANAGED SERVICES INCLUDED IN SKU

Managed Services Included	SKU	
	GSG-MEM	GSG-MSM
Implementation of Hosted Platform and Managed Services (IMP)	X	X
Policies, Workflows and Procedures Documentation (PWP)	X	X
Procurement Workflow Management (PWM)	X	X
Order Fulfillment Services (OFS)	X	X
Inventory Build and Maintenance (IBM)	X	X
Invoice Receipt and Loading (IRM)	X	X
Invoice Cost Allocation (ICA)	X	X
Audit, Optimization and Remediation (AOR)	X	X
Help Desk Services – Tier 1 24/7/365 (HDS1)		X
Help Desk Services – Tier 2 24/7/365 (HDS2)		X
Live Chat Services (LCS)		X
Sakon Application Support (SAS)	X	X
System Data Maintenance (SDM)	X	X
Program Management (PM)	X	X



SERVICE DESCRIPTIONS FOR MANAGED SERVICES

- 1. Scope of Work.** Sakon will provide managed services “Managed Services” to address the complexities of Customer’s network and mobility environment. The Sakon Managed Services deliver a proactive service which streamlines, centralizes and operates circuit, service and equipment inventory, invoice management, auditing, optimization and reporting across multiple Vendors.
- 2. Managed Services Delivery Roles.** The level of involvement of each Sakon and Customer team member will vary by role and task as defined in the CSD. Sakon will notify Customer in advance of any change in the Sakon team mix that may be necessary from time to time.

Managed Services team member roles and responsibilities are defined below. Note that resources may perform multiple roles.

2.1. Sakon Delivery Roles and Responsibilities – listed below and further defined in Section 3.

Role	Definition & Responsibility
Executive Sponsor (Sakon Sponsor)	The Sakon Sponsor is responsible for overall customer satisfaction and working with the SDM to resolve escalated issues in a timely manner.
Service Delivery Manager (SDM)	The SDM manages the overall account and is responsible for working directly with the Customer Point of Contact. The SDM is responsible for resolving or escalating issues and providing overall account status to key members of Sakon and Customer management through participation in status meetings, monthly operational reviews, and quarterly business review meetings.
Analyst(s) / Subject Matter Experts (SMEs)	The Analyst and/or SME roles are assigned to the account based on Customer’s specific scope and complexity. This role completes hands-on functional and technical account activities and provides guidance to Customer.

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2.2. Customer Roles and Responsibilities – listed below and further defined in Section 4.

Role	Responsibility
Executive Sponsor	Participates in quarterly or semi-annual business reviews
Senior Management	Participates in monthly performance reviews



Customer POC	Participates in weekly operational reviews
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3. Steady State Operation of Managed Services. Sakon will perform the following activities:

SKU	SKU Description
3.1. Policies, Workflows and Procedures Documentation (PWP)	<p>Sakon will create and maintain all the policies, workflows and procedures as they relate to the Customer in the Customer Specific Document (“CSD”). This document governs the operations of the managed services, which may include, but are not limited to:</p> <ul style="list-style-type: none">a. Customer success criteria/Program Goals.b. Operational and Stewardship Meeting Frequency and required attendees.c. Software configuration and access control.d. Business rules for all services and RACI charts for joint processes.e. Invoice Exception management rules (list of in cycle and out of cycle exceptions).f. Mobile optimization policies.g. Change management rules.h. Communication protocols and Escalation procedures.i. Incident Management, Severity Levels and Service Desk Governance.j. Customizations.

SKU	SKU Description
3.2. Procurement Workflow Management	<ul style="list-style-type: none">a. Provide the Customer the procurement setup template.b. Setup and maintain the Customer end user access, roles and

(PWM)	permissions. c. Setup service catalog for mobile devices. d. Setup and maintain the Customer approver workflow and rules. e. Setup and maintain vendor email addresses for electronic submission of requests. f. Setup and maintain specifications documentation for workflows and processes in the CSD.	
Service Level Objectives for Procurement Workflow Management (PWM)		
Measurement/ Description	SLO	Conditions or Exclusions
New device, service plan or accessories added to the portal	Updates received by 12 PM EST will be placed on the same business day.	Any bulk orders or telecom migration projects will be scoped out on project basis. 1) Any Custom SLOs are defined in the CSD

SKU	SKU Description
3.3. Order Fulfillment Service (OFS)	<p>a. Receive approved corporate liable mobile order requests from the application.</p> <p>b. Place order with the specified telecom supplier.</p> <p>c. Update the order with relevant service, order and shipping information if available.</p> <p>d. Handle vendor and/or Customer order escalations as required.</p> <p>e. Close the order upon posting the shipping tracking number to the portal.</p> <p>f. Sakon will not be responsible for the delivery of new mobile devices or return of any mobile devices due to device replacement, upgrade or service cancellation. Sakon will not keep spare mobile devices at Sakon locations.</p>
Service Level Objectives for Order Fulfillment Service (OFS)	

Measurement/ Description	SLO	Conditions or Exclusions
Fulfillment measured as the time completed order is approved via Application until the order is placed with the Vendor	Orders (non-bulk) received by 2 PM EST will be placed on the same business day.	Any bulk orders or telecom migration projects will be scoped out on project basis. 2) Any Custom SLOs are defined in the CSD.

SKU	SKU Description
3.4. Inventory Build and Maintenance (IBM)	<ul style="list-style-type: none"> a. Establish an inventory of mobile services on project basis subject to the availability of access to line level detailed information. b. Load carrier, MDM and HR data and associate each device and service to a specific user in the HR file. c. Run exception reporting and assist on remediating exceptions. d. Update carrier portals as required.

SKU	SKU Description
3.5. Invoice Receipt and Loading (IRL)	<ul style="list-style-type: none"> a. Track the Customer's invoices based on expected invoice dates and apply follow-up and escalation procedures for delayed and missing invoices. b. Receive and log invoice data received from vendor portals c. Apply Extract, Transform and Load (ETL) procedures and load to the application. d. Validate the invoice data is loaded accurately. e. Take appropriate action in response to non-invoice documents (e.g., statements of accounts, late payment notice, etc.).

Service Level Objectives for Invoice Receipt and Loading (IRM)		
Measurement/ Description	SLO	Conditions or Exclusions
<u>Electronic Invoices:</u> Load, validate and make invoices available in the application as described. Measured monthly based on the quantity of invoices loaded within the established timeframe, minus any invoices meeting the stated Exclusion criteria	95% within 5 business days from Sakon's receipt of invoice detail	Exclusions: 3) Time required for any custom activities defined by the customer and documented in the CSD. 4) Failures/downtime on third party services to exchange data 5) Change in electronic billing formats by carriers which materially impact Sakon's invoice ETL processes 6) Invoices received for Accounts that are not built in the system

SKU	SKU Description
3.6. Invoice Cost Allocation (ICA)	a. Ensure application maintains accounting and cost codes for each vendor account or line according to the allocation methods preferred by the Customer. b. Ensure application codes each invoice and makes available for the Customer approval. c. Flag any missing allocations or new elements that need coding information from the Customer. d. Ensure that the application provides the Customer an Invoice Payment File in a format following the Customer's AP as defined in the CSD.

Service Level Objectives for Invoice Cost Allocation (ICA)		
Measurement/ Description	SLO	Conditions or Exclusions
An AP and/or GL file will be provided based on a schedule as outlined in the CSD.	98% within the schedule outlined in the CSD and 100% within 3 business days from the CSD scheduled dates.	Exclusions: <ol style="list-style-type: none"> 1) Time required for any custom activities by the customer, which cannot be fully automated and are documented in the CSD. 2) Failures/downtime on third party services to exchange data

SKU	SKU Description
3.7. Audit, Optimization and Remediation (AOR)	<ol style="list-style-type: none"> a. Review inventory mismatches identified by the Application and document the following discrepancies: <ol style="list-style-type: none"> i. Any inventory in an active status that is no longer billing on the invoice; and ii. Any inventory item billing on the invoice that is in an Inactive status or does not exist in the inventory. b. Identify user-assigned assets assigned to employees who are no longer active in the most recent HR feed. c. Assure accuracy of invoice charges against current contracts and open provisioning orders and create Exceptions for the following: <ol style="list-style-type: none"> i. monthly recurring charge mismatches; ii. unrecognized one-time charges d. Review data pools and make recommendations to keep them properly sized. e. Make required plan changes on the carrier portal. f. Remediate all changes and exceptions with the vendors and track them to completion. g. Confirm the savings reflected on the invoice. h. Load confirmed and in process savings metrics to the software



		for reporting purposes.
Service Level Objectives for Audit, Optimization and Remediation (AOR)		
Measurement/ Description	SLO	Conditions or Exclusions
Measured from the time the Customer approves the Optimization Recommendation in the Sakon software to the time Sakon submits the Change Request to the Vendor	5 business days from the Customer Approved Date	Recommendations are loaded to the platform and the customer is notified via email. If the customer accepts the notifications within 7 days, Sakon will submit auto-approved or approved changes to the appropriate vendors.

SKU	SKU Description
3.8. Help Desk Services – Tier 1 (HDS1) Included in GSG-MSM SKU only	<ul style="list-style-type: none">a. Provide incident resolution support 24/7/365.b. Provide voice support in the following languages: English.c. Assist with orders, service ports and transfers of liability.d. Plan and feature changes.e. Suspensions and terminations.f. Carrier activations.g. Facilitate returns, exchanges and depot returns.h. Billing questions.i. Device “how to” questions on standard applications.j. Triage device hardware issues.k. Remote wipe lock and password resets (with MDM access).l. Confirm warranty/insurance coverage and process requests for

	device replacements and/or repairs.	
	m. Provide user support for the Sakon Device Platform	
SKU	SKU Description	
3.9. Help Desk Services – Tier 2 (HDS2) Included in GSG-MSM SKU only	<ul style="list-style-type: none">a. Provide incident resolution support 24/7/365.b. Provide voice support in the following languages: English.c. Assist users with upgrading and reinstalling device software and customer approved device applications.d. Troubleshoot MDM device software features and functionality.e. Email receipt and delivery issues.f. Escalation of Tier 1 issues that involve the intersection of internal infrastructure, carrier network and device.	
SKU	SKU Description	
3.10. Help Desk Services – Live Chat Services (LCS) Included in GSG-MSM SKU only	<ul style="list-style-type: none">a. Chat client available 24/7/365.b. Chat system will provide real time translation of chats in over 100 languages.c. Support areas will include the Tier 1 and/or Tier 2 services contracted as part of this SOW.	
Service Level Objectives for Help Desk Services (HDS)		
Measurement/Description	SLO	Conditions or Exclusions

Total time waited to answer in seconds divided by total calls to hit the customer DID. Example: 48,000 total seconds waited divided by 1200 calls in a month = 40 second average speed to answer Includes all call no matter the time waited, abandon, or to voice mail	Average Speed of Answer: 85% within 45 seconds	Take account of 100% of all calls that hit the customer DID provided by the help desk SLO applies only if no more than 12% of users under management call in any given month. Excessive usage above 12% in any given month will waive the SLO for that month.
Time to answer tickets via e-mail	4 business hours	
Time to answer tickets via voice mail	1 business hour	

SKU	SKU Description
3.11. Sakon Application Support (SAS)	<ul style="list-style-type: none"> a. Provide incident resolution support Monday through Friday 8AM-6PM US Eastern Time, excluding holidays. b. Receive reports of Incidents and Requests per agreed upon hours of operation. c. Consult with the Customer to confirm the impact and urgency of the Incident or Request which will result in the allocation of a priority to the Incident Ticket or Request Ticket. d. Create Incident Ticket and Request Ticket in the Service Desk

	<p>Platform and coordinate the response to them in accordance with the relevant Severity Levels.</p> <ul style="list-style-type: none"> e. Allocate a unique reference number for tracking and follow-up of the Incident Ticket or Request Ticket. f. Contact the Customer to gather additional information if it is classified as a Change Request. g. Keep the Customer updated on the status of the Incident Ticket or Request Ticket. h. If required, the route the details of the Incident or Request to a Level 2 resource to assist with further diagnosis. i. If an Incident or Request is escalated either by the Customer or by escalation procedures as defined in the CSD, Sakon must assign an appropriate level 3 Escalation Manager who is responsible for: <ul style="list-style-type: none"> i. Monitoring escalated matters through to resolution; ii. Maintaining an action plan for each escalation; iii. Making any decisions appropriate to the resolution of the matter; iv. Managing escalation meetings and/or phone conferences (as appropriate) between the Customer, Sakon and third parties; v. Regularly communicating the relevant status of escalated matters to the Customer; vi. Regularly updating and seeking the advice and support of Sakon management; and for the duration of an escalation, ensuring that all appropriate personnel are available to support the agreed action plan.
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SKU	SKU Description
3.12. System Data Maintenance (SDM)	<p>Sakon will load the following Customer provided data, to be provided in Sakon specified format and at intervals as defined in the CSD:</p> <ul style="list-style-type: none"> a. HRIS feed including cost codes and hierarchy.

	<ul style="list-style-type: none">b. Financial accounting and tax codes.c. Currencies table including prevailing exchange rates.d. Vendor and account information.e. MACD feed for network orders not placed using the procurement module (Network and Mobile).f. MDM/UEM data.g. Vendor Contracts.h. Users, rights and permissions.	
Service Level Objectives for System Data Maintenance (SDM)		
Measurement/ Description	SLO	Conditions or Exclusions
<p>This SLO applies to customers who have an automated HRIS feed ETL process established during the implementation phase.</p> <p>Measured from the time the HRIS file is received from the Customer to the time the file is processed in the system</p>	<p>HRIS Feed: 1 business day from receipt</p>	<p>The SLO applies only if the data provided is in the agreed format and does not contain errors.</p>
<p>Customer to provide inventory update information in a format conforming to the Sakon Template for any orders placed outside of the Sakon application.</p> <p>Measured from the time the customer provides the Inventory Maintenance file to the</p>	<p>Inventory Maintenance: 98% within 5 business days and 100% within 8 business days from receipt.</p>	<p>This SLO applies only if the data provided is in the agreed upon format and does not contain errors.</p>

time Sakon processes the necessary updates to Inventory		
<p>The Service Level Objectives for the SaaS Applications can be found in Sakon’s Hosting Support and Service Availability Addendum (“HSSA”) provided at the following link: https://www.sakon.com/hubfs/addenda/Sakon_Hosting%20Support%20and%20Services%20Availability%20Addendum%20(HSSA).pdf,</p>		

SKU	SKU Description
3.13. Program Management (PM)	<ul style="list-style-type: none"> i. Arrange and chair regular operational and stewardship review meetings or conference calls, at the frequency set out in the Customer Specific Document “CSD” with a purpose to: <ul style="list-style-type: none"> i. Monitor and report on service level and key performance metrics. ii. Provide feedback and reporting on Customer success criteria for the program. iii. Track and report on open and closed tickets. iv. Review and document any changes to the CSD. j. Encourage Customer end users’ acceptance and adoption of the Software and related processes. k. Coordinate request for customization of Applications and Reports as requested using a Change Request (CR). l. Conduct Customer satisfaction surveys with Customer contacts upon resolution of an Incident or other issue as Sakon considers necessary.

4 Customer Responsibilities.

4.1 Customer Program Management. Customer will designate one or more persons (called "Customer Point of Contact(s)"), to whom all communications related to the Services will be addressed and who will have the authority to act on Customer’s behalf in all matters regarding the SOW. Customer’s Point of Contact(s) will:

- a. Serve as the interface between Sakon and all of Customer’s affiliates, business units, functions or cost centers to whom the Services apply.
- b. provide applicable information, data, consents, decisions and approvals as required by Sakon to



perform the Services, within five (5) Business Days of Sakon's request unless Customer and Sakon mutually agree to an extended response time.

- c. help resolve issues, which need escalation within Customer's organization, as necessary.
- d. administer the Change Control Procedure as defined with Sakon as needed.
- e. Review and signoff on the CSD upon go-live within five (5) Business Days of Sakon's submission unless Customer and Sakon mutually agree to an extended response time.
- f. Review and signoff on any revisions to the CSD during the operational meetings within five (5) Business Days of Sakon's submission unless Customer and Sakon mutually agree to an extended response time.
- g. Contribute to and participate in operational and stewardship review meetings or conference calls chaired by Sakon.
- h. Make appropriate stakeholders available to attend the review meetings including the executive sponsor/s for the stewardship meetings.
- i. Notify Sakon of any personal data or sensitive data that Sakon should exclude from Services and assist in segregating that data from the Carrier.
- j. Continue processing telecom invoices using Customer's business systems and processes until Ongoing Services are established and tested.

5 Customer Responsibilities by Managed Service Deliverable.

SKU	SKU Description
5.1. Procurement Workflow Management (PWM)	<ul style="list-style-type: none">a. Complete the Procurement setup template as well as the catalog and eligibility rules as defined in the CSD.b. Enable all end users to use the Self-Service functionality.c. Define eligibility rules, catalog, approval levels and workflow, order types and processes.d. Maintain the device catalog by matching the devices in the system with the appropriate eligibility.

SKU	SKU Description
5.2. Order Fulfillment Service (OFS)	<ul style="list-style-type: none">a. Confirm approved Mobile Plans to be used during Mobile Fulfillment.
SKU	SKU Description

5.3. Inventory Build and Maintenance (IBM)	<ul style="list-style-type: none"> a. Provide Sakon with cost allocation codes for new inventory items. b. Validate proposed inventory changes based on new inventory items that were identified by Sakon and provide required updates to inventory leveraging Sakon templates.
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SKU	SKU Description
5.4. Invoice Receipt and Loading (IRM).	<ul style="list-style-type: none"> a. Provide account setup information. b. For any new lines or inventory activity, provide all change information including allocation setup information in the specified format if the change activity happened outside of the application. c. Provide any new or updated contracts for the contract rate exceptions to be activated

SKU	SKU Description
5.5. Invoice Cost Allocation (ICA).	<ul style="list-style-type: none"> a. Provide a default cost code for each account to allow the application to code new items that show up on the invoice within 2 business days.

SKU	SKU Description
5.6. Audit Optimization and Remediation (AOR).	<ul style="list-style-type: none"> a. Provide valid vendor contracts and notify if there is any planned contract or negotiation or sourcing activity/projects. b. Schedule an introductory meeting with each vendor. c. Participate in the Optimization workshop and provide complete answers to the questionnaire including policy information on VIPs, exceptions and policies for international plans. d. Sign off on the Optimization policy as drafted in the CSD. e. Help setup Overage Alerts with the vendor. f. Allow designated analysts to make changes with the vendor on Customer's behalf for all changes auto-approved as per the Optimization policy. g. Approve or reject recommended changes to international plans for travelers and terminate/suspend recommendations for

	<p>termed employees within one (1) week of recommendations submission. For any rejection of recommendations Customer must provide reasons and if any changes need to be made to the Optimization Policy in the CSD.</p> <p>h. Assist with any escalations.</p>
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SKU	SKU Description
5.7. Help Desk Services (HDS). (GSG-MSM SKU Only)	<p>a. Enable all end users to use the Self-Service Portal or call the Help Desk to log an Incident or Request.</p> <p>b. Manage escalations thru Customer helpdesk for issues identified to be caused by PC hardware of Customer network.</p>

SKU	SKU Description
5.8. Sakon Application Support (SAS).	<p>a. Perform any necessary preliminary checks to verify the need for assistance before logging an Incident or Support Request to clearly identify if there is a malfunction in the current configuration of the software or the service (Incident) or a Change request.</p> <p>b. Use the Services Portal or call/email the Service Desk to log an Incident or Request and provide as much background information as possible.</p> <p>c. Ensure that an Incident Ticket is raised by the Service Desk when engaging Sakon for telephone support and to assist with Incident Diagnosis, level 1 technical support and provide error messages or log files.</p> <p>d. Report any unsatisfactory operation of the service in a timely manner.</p> <p>e. Administer Change control procedure as outlined in the CSD and raise a change request (CR) for any requests that is change either the system configuration or the process architecture after implementation.</p> <p>f. Help resolve issues, which need escalation within Customer's organization, as necessary.</p>

SKU	SKU Description
5.9. System Data Maintenance (SDM).	Customer will provide the necessary system, contract and inventory change data for input to the Application within timeframe stated in the CSD.

