SOW

Statement of Work

Microsoft Surface Hub Integration

Microsoft Store
End Customer Name
End Customer Address

SOW Agreement Date

THIS STATEMENT OF WORK AGREEMENT (Microsoft Surface Hub Installation) is made (Todays date)("Effective Date") between SYNNEX located at 39 Pelham Ridge Drive Greenville, SC 29615 and ("Reseller/Manufacturer name")

Project Description and BOM

Project Overview:

Overview of deliverables

- Completion of preparation checklist
  - o A site survey document that reviews current infrastructure (i.e. Microsoft Exchange, Skype for Business and Windows Manageability tools).
- Creation and verification of a device (resource) account
  - o Key account needed to enable core functionality of the Surface Hub within Exchange and Skype for Business.
- Completion of Surface Hub Out of Box Experience (OoBE)
  - o Initial setup program that enables network, device account, device admin.
- Verification of device functionality and review device administration
  - o Basic checks of Skype for Business connectivity, application functionality and long term device manageability.
- Provide guidance for enabling prioritization of network traffic for Surface Hub device(s)
- Review of Surface Hub manageability and monitoring through MDM & OMS
- Services are to be delivered remotely via phone & remote connectivity.
  - o Onsite services are available via an additional custom SOW.
  - o All services are to be delivered within a cumulative 8-hour period or less.
  - o Services extending past a cumulative 8-hours will require an "Change Order".

Planning Tasks

- Confirm prerequisites are complete and/or in place
  - o Completion of preparation checklist (reference document here)
  - o Device physical installation is complete
    - ▪ Device is powered on and booted to the OOBE screen
  - o Device is connected to network on a connectivity verified port
  - o To enable the full feature set of the Surface Hub the customer environment must be running Exchange 2013 or later, Lync Server 2013 or later, or Exchange/Skype for Business online via Office 365.

Technical Services – Integration Tasks

- Creation of an Exchange Resource Account (Device Account)
  - o Create a logon-enabled Exchange resource mailbox and configure the appropriate properties
  - o Configure required mailbox policies to enable automated calendar processing and ActiveSync
- Enable Surface Hub device(s) for Lync/Skype for Business and enable PSTN calling if desired

- Complete OOBE by applying the created Device Account and establishing an Admin account either via a local admin account, Domain Join Active Directory, or Azure Active Directory.
  - Note that Domain Join Active Directory is limited to admin access only. The Surface Hub does not support any Domain GPO enforcement.
- Complete device testing to ensure Lync/Skype for Business and Exchange functionality
  - Lync/Skype for Business functions – P2P audio, PSTN calling, video calls, sharing and white boarding
  - Exchange functions as related to conferencing, calendar processing and sending meeting notes and whiteboard content
- Basic functionality testing of base applications that ship with the Surface Hub
- Review with the customer's IT administrator the manageability capabilities of the Surface Hub via MDM and OMS. This also includes review of Updates, Saving of Bitlocker, Application Installation and Recovery.

Out of Scope Services

Service provider is responsible to perform only the Services described in this Statement of Work Agreement. Any additional services discussed or implied that are not defined explicitly by this SOW will be considered out of Scope. All services requested outside of this SOW as detailed above will require a "Change Order" before any services are performed. "Change Order" must be agreed upon by all parties and signed.

Examples of Out of Scope Services:
- Troubleshooting, investigating or resolving single occurrence or individual issues not related to Surface Hub deployment.
- Troubleshooting, investigating or resolving issues related to Surface Hub after Surface Hub has been deployed and tested.
- Any tasks not explicitly defined within this document are considered out of scope for this engagement.

Completion Criteria

Service provider has completed its responsibilities to this Statement of Work when the above deliverables are completed, customer is satisfied with services provided and signs off on "Completed Work Order" form.

Client Responsibilities

- Provide access to the back end infrastructure of Exchange, Skype for Business, MDM and OMS or access to a customer IT contact who has this access.

Key Assumptions

- Physical installation of any related hardware will be completed before the verification phase is scheduled
- A Skype for Business resource license is available where required
- Configuration services will be delivered remotely
- DHCP is enabled for the Surface Hub on the network it resides
- The Active Directory environment and accounts are properly configured
  - Telephone numbers are entered in a consistent format (E.164) for objects with numbers associated. This will ensure "click to call" functions as expected.

- o Where applicable, Active Directory Federation Services and Azure AD Connect are already deployed to support authentication and synchronization of accounts and required attributes to Office 365 and Skype for Business Online
- Customer to provide resources/expertise to configure QoS as required. In such cases, the network infrastructure will be configured with matching policies to prioritize traffic based on Differentiated Services Code Point (DSCP) values on both the LAN and WAN.
- SYNNEX will have remote access (VPN or otherwise) and appropriate permissions to create and configure the required accounts
- Devices that will be enabled for Enterprise Voice/PSTN Calling will be provided a DID to ensure there are no issues with outbound PSTN calls from the unit
- All work is to be completed within regular business hours

Services Pricing

The fees associated with this engagement are shown in the following table. Amounts shown are in $USD:

Type of Engagement:	Microsoft Surface Hub Integration
Services: Project Cost	$
**Travel and other Transportation Expense Estimate:	Included in Project Price
Total Cost (including estimated expenses)	$

*SYNNEX reserves the right to invoice the customer (HALF) the cost of the installation for any cancellation or reschedule in less than (24) hours.

**SYNNEX reserves the right to invoice the customer (QUARTER) of the installation for any cancellation in less than (5) business days.

***All installations require at least a (5) business day lead time. In the event an installation needs to be expedited in less than (5) business days SYNNEX will charge and additional amount equal to (QUARTER) the installation cost.

Pricing is valid for 30 days. Service provider requires advance notice for scheduling of resources.

IN WITNESS HEREOF, the parties hereto have caused this Statement of Work Agreement to be executed by their duly authorized representatives on the dates set forth below.

Accepted: Accepted:

By: _____   By: _____

Name:_____   Name:_____

Title: _____   Title: _____

Date: _____   Date: _____