

# Software Implementation & Maintenance

## for Beacon & Ledger, LLC (SaaS Demo)

As requested by Client

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# About Us

Corellix has been a trusted partner in the digital transformation landscape for over seven years, delivering high-quality workflow automation solutions to some of the most demanding sectors — from finance and healthcare to technology and professional services. We believe that technology partnerships work best when built on clear communication and mutual trust, which is why every implementation includes transparent pricing, comprehensive documentation, and proactive success management to ensure your organization achieves measurable results.



# Implementation Process

### Service Scope Implementation & Platform Setup

We'll configure the SaaS Enterprise Suite to meet your specific business requirements, ensuring a smooth deployment and rapid time-to-value.

### Standard Implementation Package

What's Included:

- Platform configuration and setup Core workflow template customization (up to 5 workflows)
- Integration with primary systems (up to 3 integrations)
- Admin and end-user training (4 sessions)
- Go-live support (2 weeks)

Advanced Implementation Package

What's included:

- Deeper customization (up to 15 workflows)
- Integration with up to 8 systems
- Custom dashboard development
- Extended training and support

### Enterprise Implementation Package

What's included:

- Comprehensive enterprise deployment with maximum customization (up to 30 workflows)
- Integration with up to 20 systems
- Process optimization consulting
- Change management support

#### Add-ons

#### **Modifications**

Additional Workflows (\$50 per workflow) $-$ \$50 $\times$ 50 \$2,500
System Integration (\$100 per system) – \$100 × 20 \$2,000
Additional Live Support (\$1500 per week) — \$1,500 × 4 \$6,000/Week

#### New Customer Discount

\$10,000

## \$15,000

-15%

-\$18.375

\$50,000

\$31,625

#### Integration Development

# \$45,000

\$150/Month

\$20,000/Quarter

We'll connect SaaS with your existing systems to ensure seamless data flow and process automation across your organization.

## \$7,500 Standard Package What's Included: • Integration architecture planning • Standard connector configuration • Data mapping and transformation • Integration testing and validation **Optional Enhancements** Advanced Data Transformation – \$5,000 • Complex data mapping • Cleansing • Enrichment services \$2,500 × 15 \$37,500 Custom Connector Development Development of specialized connectors for proprietary or legacy systems (Cost Per System) **Modifications** Old Hardware Replacement – \$1,000 × 1 \$1,000 \$150/Month Advanced Security Package \$20,000/Quarter What's included: • Enhanced encryption Advanced user authentication • IP restriction • Security audit logging **Modifications** Quarterly Security Assessments – \$20,000/Quarter

Base Cost: \$150/Month

#### Data Migration & Workflow Design

We'll help you transfer existing process data and design optimized workflows that align with your business objectives.

# \$2,500 **Basic Package** What's included: • Basic data migration planning • Standard data import services • Workflow design consultation Process documentation Advanced Data Migration What's included: Complex data transformation • Historical data import • Data quality assurance Process Optimization Consulting

In-depth analysis of existing processes and expert recommendations for optimization.

### 🖌 Business Reviews

We'll conduct regular reviews to ensure you're maximizing the value of your SaaS implementation.

Standard Package

What's Included:

- Quarterly performance analysis
- Usage and adoption metrics
- Recommendations for optimization
- Roadmap updates and planning

Executive Business Reviews

What's included:

- Strategic alignment sessions with executive stakeholders
- Comprehensive ROI analysis
- Future state planning.

\$2,000/Quarter

\$5,000/Quarter

\$5,000/Quarter

## \$5,000

\$10,000

#### Standard Support Options

- Email and phone support during business hours
- Regular platform updates and enhancements
- Knowledge base and community forum access
- Monthly system health reports

#### Premium Support & Success

Priority support across all channels, 1-hour response time for critical issues, monthly success reviews, and proactive system monitoring.

#### Dedicated Success Manager

A named resource who understands your business and ensures you achieve your automation goals.

Subscription Note: there is a minimum 12-month commitment required

We'll provide access to the SaaS Enterprise Suite with the features and capacity that match your organization's needs.

Minimum: 50 internal users

Subscription Plan

What's included:

- Process Automation Engine (up to 100 workflows)
- Integration Hub (100 standard connectors)
- Advanced Analytics Dashboard with historical reporting
- Collaboration Portal (up to 100 users)

🕑 Essentials Plan (\$75 per user)

Quantity Upgrades





\$3,700/Month

\$2,500/Month

\$10,000

\$1,200/Month

🔵 Professional Plan (\$125 per u	iser)	\$125 × 250	\$31,250/Month
Minimum: 250 internal users			
What's Included:			
<ul> <li>Essentials Plan</li> <li>Priority Support (business hours, ema</li> <li>99.9% Uptime SLA Workflow</li> <li>Templates</li> <li>Library</li> <li>Basic Al Assistant for workflow recom</li> </ul>			
🔿 Enterprise Plan (\$175 per use	er)	\$175 × 500	\$87,500/Month
Minimum: 500 internal users			
What's included:			
<ul> <li>Professional Plan</li> <li>Premium Support Package</li> <li>Advanced Security Package</li> <li>On-premises Deployment Option</li> <li>Extended Support Hours</li> <li>Compliance Package <ul> <li>HIPAA</li> <li>SOC2</li> <li>GDPR</li> </ul> </li> </ul>			
Add-ons			\$10,000
Modifications			
Additional Users — \$100 × 2,500	\$250,000/Month		
Additional Standard Connectors	- \$10 × 1,000 \$10,0	00	
One Time		Recurring Monthl	Ч
Total(s)	\$104,125	Total(s)	\$7,600
Recurring Quarterly			
Total(s)	\$25,000		

# Terms

#### Scope of Services

This agreement ("Agreement") is entered into between SaaS Enterprise Solutions (hereafter "Provider"), and Beacon & Ledger, LLC (SaaS Demo), (collectively referred to as the "Parties"). The Parties agree to the following terms and conditions for the provision of Goods & Services by the Vendor to the Client. This Agreement shall become effective upon signature by both Parties.

Provider will deliver the SaaS Enterprise Suite platform, implementation services, and ongoing support as specified in this proposal. Any services or features not explicitly included in this proposal may require additional fees and a separate agreement.

#### **Payment Terms**

All implementation fees are due according to the following schedule: 50% upon contract signing, 25% upon completion of platform configuration, and 25% upon go-live. Subscription fees are billed annually in advance, with the first payment due upon contract signing.

Late payments may incur interest at a rate of 1.5% per month. Provider reserves the right to suspend access to the platform if payments are more than 30 days overdue, following written notification to Client.

#### Subscription Term and Renewal

The initial subscription term is twelve (12) months beginning on the effective date of this agreement. The subscription will automatically renew for subsequent twelve-month periods unless either party provides written notice of non-renewal at least sixty (60) days prior to the end of the current term.

Provider reserves the right to adjust subscription fees for renewal terms, provided that notice of any price changes is given at least ninety (90) days prior to the renewal date.

#### **Change Requests**

Any changes to the agreed-upon implementation scope, platform configuration, or service levels must be requested in writing and may result in additional fees and revised timelines. All change requests must be approved by both parties before implementation begins.

Provider will evaluate each change request and provide an estimate of the additional costs and time required. Client will have ten (10) business days to approve or decline the change request before it expires.

#### Data Ownership and Privacy

Client retains all ownership rights to data entered into or generated by the SaaS platform. Provider will not access, use, or disclose Client data except as necessary to provide the services outlined in this proposal or as required by law.

Provider will implement and maintain appropriate technical and organizational measures to protect Client data from unauthorized access, use, or disclosure, in accordance with industry standards and applicable data protection laws.

#### Service Level Agreement

Provider commits to the uptime and support response times specified in the selected subscription plan. In the event that Provider fails to meet these service levels, Client may be eligible for service credits as outlined in the full Service Level Agreement, which will be provided as an appendix to the final contract.

Scheduled maintenance windows are excluded from uptime calculations and will be communicated to Client at least 48 hours in advance, except in emergency situations.

#### Force Majeure

Neither party shall be liable for delays or failures in performance resulting from causes beyond its reasonable control, including but not limited to acts of God, natural disasters, pandemic, epidemic, war, terrorism, riots, civil unrest, government action, labor strikes, or internet service provider failures.

The affected party shall promptly notify the other party of the force majeure event and resume performance as soon as reasonably possible after the event has been resolved.

#### Warranty and Limitation of Liability

Provider warrants that the NexusFlow platform will perform substantially in accordance with the documentation provided. Provider does not warrant that the platform will be error-free or that all errors can be corrected.

Provider's total liability for any claims arising under this agreement shall not exceed the amount paid by Client to Provider during the twelve (12) months preceding the claim. In no event shall either party be liable for indirect, special, incidental, or consequential damages.

#### Confidentiality

Both parties agree to maintain the confidentiality of any proprietary information disclosed during the course of this engagement. Confidential information includes, but is not limited to, business plans, customer data, technical specifications, and pricing information.

This confidentiality obligation shall survive the termination of this agreement for a period of three (3) years.

#### Termination

Either party may terminate this agreement for material breach if such breach remains uncured for thirty (30) days following written notice. Upon termination, Client shall pay all fees for services rendered up to the termination date.

Provider will assist with the orderly transition of services to Client or another service provider for a period of up to thirty (30) days following termination, at Provider's then-current professional services rates.

#### Governing Law

This agreement shall be governed by the laws of the State of California, without regard to its conflict of law principles. Any disputes arising from this agreement shall be resolved exclusively in the state or federal courts located in San Francisco County, California. Both parties agree to the terms and conditions outlined above.

COMPANY	CLIENT/CUSTOMER
Full Name	Full Name
Title	Title
Business Name	Business Name
	Busiless Name
Signature	Signature
Date	Date