

Exhibit A - Professional Services Description

Professional Services – miEdge Salesforce Data Integration

- I. **Overview.** This service agreement includes services for the Customer's initial implementation of the product. Additional components, not listed here, require additional services.
- II. **Zywave Team.** The Zywave Team assigned to perform the Professional Services described in the agreement shall consist of a Project Manager, with overall responsibility for project success, as well as other resources as needed, which may include Implementation Consultants, Product Trainers, and Data Analysts.
- III. **Duration.** 4-6 weeks from Project Start Date based on Customer responsiveness and availability.
- IV. **Inclusions.** The following services will be provided as part of this agreement.
- a. Project Management
 - b. Assistance with setting up Salesforce Data Integration and Salesforce Prospector App, if applicable
 - c. Activation of Salesforce Prospector App. Mapping to enable data append between miEdge and Salesforce, if applicable
- V. **Exclusions.** The following activities are not included in this Agreement and, if applicable, require an additional service agreement:
- a. Additional 3rd party integrations
- VI. **Expiration.** All Professional Services are subject to the Zywave Cancellation Policy available at <https://www.zywave.com/training-cancellation-policy>. Any unused Professional Services Fees will expire 6 months from date of purchase. Any Professional Services performed following such expiration will require an additional Professional Services Fee at Zywave's then-current rates.
- VII. **Billing.** The Professional Services Fee is due upon execution of this Agreement.
- Zywave will bill Customer for reasonable and actual travel, living expenses (if applicable) and related incidental expenses incurred by Zywave's personnel in rendering the Services.
- Additional seats in Remote Hands-On Lab or group webinar training may be provided to accommodate new agency employees resulting from organic growth as outlined in the Schedule. Additional seats in Remote Hands-On Lab or group webinar training for new agency employees resulting from agency acquisition as outlined in the Schedule will require an additional Professional Services Fee at Zywave's then-current rates.