

# Platinum Deployment Package

This Service Description describes the implementation tasks to be performed by OneLogin’s professional services team. This Service Description is governed by the terms set forth in the Service Subscription Agreement (“Agreement”) currently in effect between OneLogin, Inc. (“OneLogin”) and the purchasing subscriber (“Subscriber”). Capitalized terms not defined herein have their meaning in the Agreement.

## A. PLATINUM DEPLOYMENT PACKAGE

During this **10-week engagement** (“Implementation”), OneLogin will work with Subscriber team to assist with the initial configuration of OneLogin Services through a series of joint configuration and training sessions.

### Scope of Services

#### Planning

Engagement Leadership: OneLogin will provide prescriptive guidance and project planning leadership for the duration of the Implementation

Directory Deployment Plan: OneLogin will provide guidance and configuration support for **multiple (no more than 3) directories**

Configuration Documentation: At the end of the Implementation, OneLogin will provide platform configuration documentation as mutually agreed upon with Subscriber

#### Deployment

App Configuration/Rollout: OneLogin will provide configuration and setup support for no more than **eight (8) applications** within Subscriber’s OneLogin environment. This is inclusive of all apps, including any provisioning capable applications

User Management/Provisioning: OneLogin will provide configuration and setup support for up to **five (5) provisioning capable applications**

Custom Connectors: OneLogin will create together with Customer up to **four (4) forms based** (non SAML) custom connectors

MFA: OneLogin will provide configuration and setup support for **one (1) MFA device** and associated rules for user assignment of the selected MFA device

## Deployment

Policies: OneLogin will provide configuration and setup support for up to **three (3) security policies**

Desktop SSO: OneLogin will provide configuration and setup support for **one (1) desktop SSO configuration**

vLDAP: OneLogin will provide configuration and setup support for **one (1) virtual LDAP (vLDAP) endpoint** on the OneLogin platform, if applicable feature has been purchased. OneLogin will validate the appropriate search and/or query results via a standard LDAP client

OneLogin Desktop: OneLogin will provide configuration and setup support for **one (1) OneLogin Desktop endpoint** on the OneLogin platform, if applicable feature has been purchased. OneLogin will assist with the installation and validation of this configuration with up to **three (3) Customer computers**

Sandbox/Test Configuration: OneLogin will make available configuration and setup support for **one (1) sandbox environment**, if applicable environment has been purchased

## Out of Scope

- Workday directory integration is not available as a directory choice in the Implementation
- Setup or configuration of Trusted IdP capabilities
- Setup or configuration of Proxy Agent components
- Setup or configuration of Self registration workflow
- Setup or configuration of custom SAML connectors
- Creation of custom reports
- Setup or configuration of API interactions or Embedded API functionality
- Selected apps for implementation services have to exist currently in the OneLogin application catalog
- Setup or configuration of forms based Custom Connector are subject to target system capabilities
- Deployments utilizing “External Users” concept
- For Desktop SSO using web server, Subscriber is responsible for setup and configuration of the baseline web server software to documented specifications
- Configuration or troubleshooting of applications, software or hardware not provided by OneLogin

## B. ASSUMPTIONS

Subscriber will provide an executive sponsor and a project manager to partner with OneLogin to ensure the successful and timely completion of the Implementation

Subscriber will make available IT and business subject matter experts to participate in the Implementation as needed

Subscriber executive sponsor/project manager will provide access to the stakeholders for all phases of the Implementation in a timely manner

Subscriber will provide access and make updates to the appropriate systems and software in a timely manner to support the overall Implementation schedule

Subscriber is responsible for configuring and troubleshooting all relevant 3rd party systems and applications required for the project

Subscriber will be responsible for all licensing, support, maintenance and related activities in all 3rd party software applications

These assumptions are critical to the estimate provided and the success of the Implementation. Should any of these assumptions be inaccurate, OneLogin shall not be responsible for the successful or timely execution of the Implementation

## C. DELIVERABLES

Successful configuration of Subscriber's OneLogin environment as described in the implementation package purchased by Subscriber

Successful test and validation of Subscriber's configuration of OneLogin

Platform configuration documentation, as mutually agreed upon

Knowledge transfer to identified Subscriber stakeholder through the configuration sessions held during the execution of the Implementation

## D. CONTROLS & GOVERNANCE

**Change Request:** If at any time during the Implementation, either party determines that additional or revised professional services will be needed to complete the Implementation, the parties will negotiate in good faith to finalize and execute a "Change Request."

In consideration of the services rendered and deliverables delivered, Subscriber agrees to pay the fees set forth in the quote. All fees are non-refundable.

**Expiration:** Unless a Change Request is executed to extend the time of the Implementation, the parties acknowledge that Subscriber's implementation package shall expire in 16 calendar weeks from the Effective Date of the Agreement. Upon such expiration, (a) all fees and costs related to the applicable services shall become immediately due and payable; and (b) if applicable, OneLogin shall return to Subscriber of its data, records, documentation, and other property in OneLogin's custody.