Exhibit B: Statement of Work

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1. Introduction

This Statement of Work ("SOW") is incorporated into the Master Subscription Agreement/Quote (the "Agreement") between Wrike, Inc. ("Wrike") and Licensee dated Effective Date of the Agreement. If any terms of this SOW conflict with the Agreement, the Agreement's terms and conditions shall control.

Wrike and Wrike Professional Services (“Wrike PS”) presents Licensee with this SOW for deployment-related consultative services. The goal of this engagement is to provide concentrated sessions to enable Licensee to successfully implement Wrike tools in support of Licensee’s work management requirements. This engagement between Licensee and Wrike will be accomplished by consultative services provided by the Wrike PS team. Other Wrike PS activities in support of the Licensee will occur outside of the scope of this engagement.

2. Scope of Work and Timeframes

Wrike PS utilizes a coaching model to deploy your teams. Wrike will partner with Licensee's identified Deployment Team (as defined below) to enable them through the deployment process, focusing on a primary initial use case, to learn and configure the system and drive adoption. Through participation during the engagement, members of Licensee's Deployment Team have the opportunity to become Wrike champions internally to support long-term success as their organization grows, changes and expands.

2.1. Deployment Process

2.1.1. Standard Deployment Process (Small, Medium and Large)

The process described below is standard in all standard Small, Medium and Large deployments. As defined in Section 2.2, the number of sessions in each phase of the process varies by deployment package purchased.

A. **Kickoff** - Initial meeting with core team members representing Licensee Deployment Team to review team processes, background information, agree on timelines, training approach, and roles on the team.
   a. This is typically a single 60-minute call and should include all members of the Licensee Deployment Team.
   b. *Additional post-session time:* The members of the Licensee's Deployment Team will be required to determine process to be reviewed during next call and provide any supporting documentation to Wrike PS prior to call.

B. **Process Mapping** - High-level review of established process, focusing on ideal mapping from current process into Wrike.
   a. This is typically a single 60-minute session with the Licensee Deployment Team, as well as any process subject matter experts, as appropriate. This session covers the following:
      i. Evaluation of current tools and processes in relation to the identified workflow
      ii. Training and guidance on translating Licensee business process into Wrike
      iii. Recommendation on Wrike usage best practice(s)
   b. *Additional post-session time:* The members of the Licensee's Deployment Team will be required to independently complete the setup, templates, and account configuration.

C. **Workspace Setup**
   a. This is typically a single 60-minute session to guide the Deployment Team on best practice of setting up the Wrike workspace to support visibility, collaboration, and reporting required by the Licensee.
   b. *Additional post-session time:* The members of the Licensee's Deployment Team will be required to independently complete the build-out of folders, permissions, and input of work prior to team trainings.

D. **Change Management** - Discussion focusing on the identification of potential roadblocks to adoption and usage, and best practices for rollout. Supporting collateral to aid initial usage and adoption of Wrike post-training to be developed by Licensee team members.
   a. This typically consists of a single 60-minute session, focusing on finalizing rollout strategy and collateral in preparation for training sessions.
   b. *Additional post-session time:* The members of the Licensee's Deployment Team will be required to independently develop identified collateral.

E. **Workflow Training** - Training specialized to members of the Licensee team who are responsible for creating, coordinating, and managing work in Wrike. To be used in conjunction with the User Training to provide a firm grasp of the Licensee's unique configuration of Wrike and day-to-day responsibilities.
   a. This is typically a single 60-minute training session.
   b. Wrike will record this session and make it available to Licensee.

F. **User Training** - Training specialized to members of the Licensee team who are primarily receiving work assignments and executing their work. Focus is given to specific features identified as necessary for day-to-day success in Wrike.
   a. This is typically a single 60-minute training session.
   b. Wrike will record this session and make it available to Licensee.

G. **Deployment Close Out** - Summary of deployment outcomes and knowledge transfer with Wrike and Licensee teams.
   a. A single 30-minute closeout session with Deployment Team and long term Wrike Account Team.
   b. Ongoing goals and challenges will be relayed to the team to enable a smooth and productive hand-off.

2.1.2. Jumpstart Deployment Process

The process described below is included in all standard Jumpstart deployments.

A. **Kickoff and Use-Case Analysis** - Initial meeting with core team members representing Licensee Deployment Team to: discuss deployment scope and expectations, review the Licensee's use case, and assist with the initial folder structure setup.
   a. This is typically a single 60-minute session with the Licensee Deployment Team.
   b. *Additional post-session time:* The members of the Licensee's Deployment Team will be required to independently complete the build-out of folders and workspace permissions.

B. **Process Mapping and Change Management** - High-level review of established process, focusing on ideal mapping from current process into Wrike, and guidance on navigating change and driving adoption.
   a. This is typically a single 60-minute session with the Licensee Deployment Team as well as any process subject matter experts, as appropriate. This session covers the following:
      i. Training and guidance on translating Licensee business process into Wrike
      ii. Recommendation on Wrike usage best practice(s)
      iii. Adoption habits and best practice(s)
   b. *Additional post-session time:* The members of the Licensee's Deployment Team will be required to independently complete the setup, templates, and account configuration.

C. **Training** - Training focused on functionality important to Licensee's team members day-to-day work.
   a. Licensee has the choice of selecting one (1) of the following training types:
      i. Champion training: Training specialized to members of the Licensee team who are responsible for creating, coordinating, and managing work in Wrike.
      ii. End user training: Training specialized to members of the Licensee team who are primarily receiving work assignments and executing their work.
   b. This is typically a single 60-minute training session.
   c. Wrike will record this session and make it available to Licensee.

2.2. Deployment Packages and Scope

The Deployment Package referenced in your Quote/Order Form determines the scope of your professional services as found below.

Deployment Package	Number of Users	Max Sessions	Max Teams / Processes
Jumpstart	Up to 15 Users	3	1
Small - Remote	Up to 30 Users	7	1
Small - Onsite	Up to 30 Users	2 consecutive days onsite & 3 remote calls	1
Medium - Remote	Up to 60 Users	9	Up to 2
Medium - Onsite	Up to 60 Users	2 consecutive days onsite & 5 remote calls	Up to 2
Large - Remote	Up to 100 Users	12	Up to 3
Large - Onsite	Up to 100 Users	3 days total onsite (max of 2 trips) & 5 remote calls	Up to 3

3. Roles and Responsibilities

To support Wrike's collaborative deployment process, we expect that Licensee's personnel are identified and made available to collaborate with their Wrike counterparts as needed. A breakdown on the key Licensee and Wrike roles and responsibilities during the scoping and deployment process can be found below.

3.1. Licensee Personnel

- **Deployment Lead** - Licensee's project leader and point of contact for communications with the Wrike team, coordination and facilitation of calls/meetings, and deployment of the appropriate Licensee's personnel. This individual will be a part of the Deployment Team.
- **Deployment Team** - Group of team leaders/department heads that have the proper authority and knowledge to define team workflow/s and processes. The Deployment Team will work with the Deployment Consultant to map and refine your organization's processes and translate them into Wrike.
- **Champions** - Representatives from each user group that can help define the process, are responsible for maintaining folder and project structures, and act as change agents within teams to encourage adoption and usage. These individuals will be part of the Deployment Team.
- **Sponsor** - Person(s) with authority to clarify project need, identify participants, and act as point of escalation, as needed. Additionally, the Sponsor may be called upon to enforce Wrike usage initially.
- **Subject Matter Experts (SMEs)** - Representatives who the Wrike team can consult to understand organizational structure and processes at a detailed level. These individuals will not be a part of the Deployment Team.
- **Users** - Users are everyone else in your organization that will be using Wrike.

3.2. Wrike Personnel

Wrike PS will be with you through the duration of the scope defined in the sections above. They are there to ensure your initial team is successfully onboarded, trained and transitioned to Wrike usage. Your initial Wrike PS team may include one or more of the following key personnel, as appropriate:

- **Deployment Consultant** - The primary point of contact throughout the Deployment. Responsible for delivering the deployment activities and communicating changes to scope and timeline.
- **Engagement Manager** - Management liaison at Wrike and primary point of escalation.
- **Solutions Architect** - Technical consultant responsible for design and scoping of integrations with external applications as could be defined in a separate SOW (only available for Custom Deployments).

Wrike PS is available throughout your relationship with Wrike, as needed, for consulting and service engagements with specific scope, deliverables, and pricing.

4. Project Assumptions

Licensee acknowledges that its participation and cooperation are critical for effective and timely completion of the professional services. Deviations from these assumptions may lead to commensurate changes in the level of effort and fees necessary to meet Licensee’s requirements and will be handled through the Change Control Process described in the SOW.

1. Wrike assumes one process per team.
2. Wrike PS team member(s) will be granted timely access to the Licensee’s Wrike account.
3. For on-site meetings, Licensee’s office resources, such as internet access, will be made accessible.
4. Wrike may choose to use more than one Deployment Consultant.
5. Licensee will provide access to subject matter experts and decision makers to provide critical path project decisions in a commercially reasonable and timely manner.
6. If Licensee or Wrike requires a change in any of the specifications, requirements, or scope, a written Change Order will be defined and mutually agreed upon before new work is initiated.
7. Wrike will not allocate personnel prior to the signing of the Agreement. Staffing decisions will be based on availability of Wrike personnel at the time of Agreement signature.
8. The planned start date must be between fourteen (14) and thirty (30) consecutive days from the signature date of the Agreement, unless mutually agreed upon by both parties.
9. Wrike and Licensee shall use commercially reasonable efforts to attend all scheduled meetings.
10. Unless otherwise agreed upon by both Parties and duly executed in writing, the obligation of Wrike to provide professional services to the Licensee under this SOW expires the earlier of:
    a. Delivery of the professional services included in this SOW; or
    b. Applicable time period below:

Deployment Package	**Delivery**
Jumpstart	45 days from Agreement Effective Date
Small	60 days from Agreement Effective Date
Medium	75 days from Agreement Effective Date
Large	90 days from Agreement Effective Date

11. Licensee acknowledges and agrees to provide Wrike with prompt and adequate responses to its requests for information and other requests related to the professional services to be performed under this SOW. In the event that Wrike has made a request and Licensee has not responded promptly with the requested information, Wrike may issue a "Final Project Notice" ("Final Notice") to Licensee. If Licensee does not respond as requested to the Final Notice, Licensee agrees that Wrike shall be relieved of any further obligations which have not been completed under the SOW and Licensee shall remain liable for payment of all professional services fees as set forth herein. Any and all services requested by Licensee following the period mentioned in the Final Notice will require Licensee and Wrike to execute a new SOW and Licensee shall be responsible for any additional professional services fees contemplated there under, even if listed in the original SOW.
12. Project delays to agreed schedule by Licensee can result in additional management and deployment support charges with a minimum of 4 hours per week.

5. Change Control Process

A Change Order Request Form (Attachment A) must be completed for all changes requested by either Wrike or Licensee that impact or deviate from this SOW. Work described in Change Order will not be performed until Change Order Request Form is fully executed. Wrike is responsible for managing all Change Order requests submitted on the project in accordance with the following process:

1. Complete the top two portions of the form, being sure to include who will need to approve the change and the impact in time and cost.
2. Review/sign off the Change Order Request Form by the appropriate authorized signatories.

6. Pricing & Acceptance

6.1. Pricing

6.1.1. Deployment Pricing

The pricing set forth in your Quote/Order Form represents the fixed fees for the professional services provided in this SOW. Any expenses (as described in Section 6.3) are not included in the fixed fees and are an additional cost to Licensee.

Licensee acknowledges that the fixed price is based solely on the information provided to Wrike and the assumptions documented in this SOW. Any requirement(s) not included in this SOW will be considered outside of the scope (as defined in Section 2), will be handled through the Change Control Process (defined in Section 5), and may result in additional fees.

The price for your Deployment Package can be found in your Quote/Order Form.

6.1.2. Additional Professional Services

Additionally, Wrike’s Professional Services team is available throughout your relationship with Wrike, as needed, for consulting and service engagements with specific scope, deliverables, and pricing. We will partner with your team to determine needs, deliverables/outcomes and necessary personnel required for the project. Once scoped, a new project SOW will be priced according to our standard services rate card.

6.2. Payment Terms

Unless otherwise noted in your Quote/Order Form, fees are due as mutually agreed upon in the applicable Agreement.

6.3. Expenses

Reasonable travel and living expenses required in connection with delivering onsite professional services will be incurred in accordance with Wrike’s internal travel and expense policy, unless otherwise agreed upon by the parties, and billed to Licensee as actual charges in addition to the professional services fees.

Attachment A – Change Order Request Form

General Information

Customer Name:	**Account ID/Wrike ID:**
Customer Deployment Lead:	**Wrike Deployment Consultant**:

Description of Change

Change Reason: _ Change in Scope _ Change in Delivery Time Frame (New Delivery Deadline:____________________) _ Other: ____
Description of Change (Please include full narrative of change):
Cost Impact of Change (in US Dollars):

Terms and Conditions

Except as set forth herein, the Terms and Conditions of the underlying Agreement and/or Statement of Work remain in full force and effect.

Signatures

The parties have signed this Change Order as of the Effective Date.

LICENSEE	**WRIKE, INC.**
______________________	______________________
Authorized Signature	Authorized Signature
______________________	______________________
Print Name	Print Name
______________________	______________________
Title	Title
______________________	______________________
Date	Date