I.   SELF START

1.   *SELF-START PACKAGE* INTRODUCTION

Wrike Customer Education ("**Wrike CSED**") and Professional Services ("**Wrike PS**") offers online learning modules whereby Customer, specifically the Deployment Lead and, if applicable, Additional Champions, may take various courses to facilitate a more detailed understanding on how to setup Wrike for their organization and how to effectively use Wrike functionality to align with their own business objectives. These training courses are a pre-cursor of, and in addition to, general User training offered separately as Wrike Discover Sessions. Wrike CSED will provide Customer with access to online training, hosted via a third-party Learning Management System, to allow User(s) to engage in self-guided learning at their own pace.

2.   *SELF-START* SCOPE OF SERVICES

Self-Start consists of 6 (six) online self-led modules ("**Champion Training**") that train Customer's Wrike Deployment Lead (defined in Section 5 below) on Wrike functionality and change management techniques geared towards efficiently setting up Wrike for different User-types within their organization. Each module contains interactive exercises where the User can setup real Wrike features and functionality within their own Wrike account as well as homework exercises to complete after the module, which are intended to reiterate and put into practice what the User learned during the Champion Training.

3.   *SELF-START* CHAMPION TRAINING MODULES DESCRIPTION

Champion Training is the online, self-led portion of the *Self Start* deployment. It consists of 6 (six) online modules (outlined below) that cover important topics related to the Wrike implementation. Modules contain courses, homework, and practical exercises, which are to be completed by the Deployment Lead and up to four (4) Additional Users if the Deployment Lead so chooses to extend the Champion Training to any Additional Users.

Table 2 – Champion Training Modules

Module Name	Description
Introduction and Outcomes	A module that introduces the *Self Start* Deployment, which provides an overview of the deployment, topics to be covered, expectations of Customer, suggested timing, as well as the first homework of the Champion Training.
Get Started with Wrike	This module focuses on projects in Wrike: how to create, manage and complete a project in Wrike. This module also contains homework, practical exercises, and the following courses: – 101 Welcome to Wrike – 102 Launch Your First Project – 103 Complete Your First Project
Prepare Your Workspace	This module focuses on organizing the Wrike workspace and sharing and permissions in Wrike. This module also contains homework, practical exercises, and the following courses: – 302 Organize a Space – 303 Transparency and Permissions
Map Your Processes	This module focuses on identifying Customers' existing workflow(s) and processes and carrying them over to Wrike. This module also contains homework, practical exercises, and the following courses: – 401 Build a Workflow – 402 Blueprints (Templates in Wrike) – 403 Request for Work
Monitor Work	This module outlines the type of information needed to set up monitoring tools in Wrike. This module also contains homework, practical exercises, and the following courses: – 204 Stay on Top of Work – 501 Reports Managers Need

Module Name	Description
Team Onboarding & Change Management	This module is designed to introduce Customer to organizational change management techniques that train Deployment Lead and any Additional Champions on how to get end-User buy-in to implement Wrike successfully. This module also includes a downloadable toolkit covering potential success blockers and how to fight them.

4. *SELF-START* ACTIVITIES

Table 3 – *Self-Start* Activities

Deployment Step	Mode of Delivery	Delivery Due Date	Customer Attendees	Activities Involved
1. Champion Training	Self-led online training / 12-18 hours total.	Customer must complete the Champion Training within 46 days after the Effective Date of the Order Form.	Deployment Lead and Additional Champions, if applicable.	The following activities are to be completed by Customer as part of the self-led portion of the Champion Training: 1. Review of pre-defined courses that are part of the Champion Training 2. Completion of practical exercises and homework designed to help build out the Deployment Lead's Wrike account during implementation 3. Creation of initial Wrike account structure as described in the Champion Training 4. Review content about sharing and permissioning in Wrike 5. Creation of monitoring tools that will help keep track of Customer's work within Wrike 6. Review the change management practices that will help deploy Customer's Wrike account 7. Identification of current processes and mapping them to Wrike

5. *SELF-START* ROLES AND RESPONSIBILITIES

The following personnel are required to complete the scope of services:

A. **Customer Personnel**

   i. *Deployment Lead:* Customer's project leader and point of contact for communications with the Wrike team. The Deployment Lead is responsible for completing the Champion Training and then coordinating and facilitating the Review Call. Generally, the Deployment Lead is Customer's User assuming the role of administrator of the Wrike tool for other Users in its organization.

   ii. *Additional Champion(s):* Up to four (4) additional Users from other User-types such as team leaders, process owners or Wrike administrators that have the proper authority and knowledge to define Customer's workflow(s) and processes complete Champion Training.

B. **Wrike Personnel** (Not applicable: on-demand self-training only)

II. **SMART START**

1. *SMART START* PACKAGE INTRODUCTION

Wrike Customer Education ("**Wrike CSED**") and Professional Services ("**Wrike PS**") offers online learning modules whereby Customer, specifically the Deployment Lead and, if applicable, Additional Champions, may take various courses to facilitate a more detailed understanding on how to setup Wrike for their organization and how to effectively use Wrike functionality to align with their own business objectives. These training courses are a pre-cursor of, and in addition to, general User training offered separately as Wrike Discover Sessions. Wrike CSED will provide Customer with access to online training, hosted via a third-party Learning Management System, to allow User(s) to engage in self-guided learning at their own pace. In addition, Wrike PS makes itself available for a follow-up Review Call.

2. *SMART START* SCOPE OF SERVICES

Smart Start consists of 6 (six) online self-led modules ("**Champion Training**") that train Customer's Wrike Deployment Lead (defined in <u>Section 5</u> below) on Wrike functionality and change management techniques geared towards efficiently setting up Wrike for different User-types within their organization. Each module contains interactive exercises where the User can setup real Wrike features and functionality within their own Wrike account as well as homework exercises to complete after the module, which are intended to reiterate and put into practice what the User learned during the Champion Training. Once Customer has completed the online, self-guided modules, the Deployment Lead will have the opportunity to schedule 1 (one) 60-minute call with a Wrike Professional Services Consultant (defined in <u>Section 5</u> below) and any other Additional Champions (defined in <u>Section 5</u> below) the Deployment Lead wishes to have attend ("**Review Call**"). The Champion Training and Review Call shall together be defined in this Exhibit as "**Deploymen**t".

Table 1 – *Smart Start* Overview

Wrike Account Size	*Smart Start* is offered to the Deployment Lead of Wrike Account IDs containing no more than 15 Users.
Mode of Delivery	- 12 to 18 hours of self-led online training*; and - 1 (one) Review Call. *the amount of training hours is approximate and depends on how quickly Customer completes practical exercises and homework*
Review Call	1 (One) Session; 1-Hour
Timeline for Deployment	Customer is required to complete Champion Training within 46 days of purchasing *Smart Start* and complete the Review Call within 60 days of purchasing *Smart Start*. While Deployment activities will expire after 60 days, Customer's Deployment Lead and Additional Champions, if applicable, will have access to the online modules for the duration of Customer's Wrike Subscription Term.

3. *SMART START* CHAMPION TRAINING MODULES DESCRIPTION

Champion Training is the online, self-led portion of the *Smart Start* deployment. It consists of 6 (six) online modules (outlined below) that cover important topics related to the Wrike implementation. Modules contain courses, homework, and practical exercises, which are to be completed by the Deployment Lead and up to four (4) Additional Users if the Deployment Lead so chooses to extend the Champion Training to any Additional Users.

Table 2 – Champion Training Modules

Module Name	Description
Introduction and Outcomes	A module that introduces the *Smart Start* Deployment, which provides an overview of the deployment, topics to be covered, expectations of Customer, suggested timing, as well as the first homework of the Champion Training.
Get Started with Wrike	This module focuses on projects in Wrike: how to create, manage and complete a project in Wrike. This module also contains homework, practical exercises, and the following courses: – 101 Welcome to Wrike

Module Name	Description
	– 102 Launch Your First Project – 103 Complete Your First Project
Prepare Your Workspace	This module focuses on organizing the Wrike workspace and sharing and permissions in Wrike. This module also contains homework, practical exercises, and the following courses: – 302 Organize a Space – 303 Transparency and Permissions
Map Your Processes	This module focuses on identifying Customers' existing workflow(s) and processes and carrying them over to Wrike. This module also contains homework, practical exercises, and the following courses: – 401 Build a Workflow – 402 Blueprints (Templates in Wrike) – 403 Request for Work
Monitor Work	This module outlines the type of information needed to set up monitoring tools in Wrike. This module also contains homework, practical exercises, and the following courses: – 204 Stay on Top of Work – 501 Reports Managers Need
Team Onboarding & Change Management	This module is designed to introduce Customer to organizational change management techniques that train Deployment Lead and any Additional Champions on how to get end-User buy-in to implement Wrike successfully. This module also includes a downloadable toolkit covering potential success blockers and how to fight them.

4. *SMART START* ACTIVITIES

Table 3 – *Smart Start* Activities

Deployment Step	Mode of Delivery	Delivery Due Date	Customer Attendees	Activities Involved	Customer Action Items
1. Champion Training	Self-led online training / 12-18 hours total.	Customer must complete the Champion Training within 46 days after the Effective Date of the Order Form.	Deployment Lead and Additional Champions, if applicable.	The following activities are to be completed by Customer as part of the self-led portion of the Champion Training: 8. Review of pre-defined courses that are part of the Champion Training 9. Completion of practical exercises and homework designed to help build out the Deployment Lead's Wrike account during implementation 10. Creation of initial Wrike account structure as described in the Champion Training 11. Review content about sharing and permissioning in Wrike 12. Creation of monitoring tools that will help keep track of Customer's work within Wrike 13. Review the change management practices that will help deploy Customer's Wrike account 14. Identification of current processes and mapping them to Wrike	*Pre-Training:* - Provide a list of Additional Champions to be enrolled into the Champion portion of the Training *Post-Training:* - Select a date and a time to meet with a Professional Services Consultant

Deployment Step	Mode of Delivery	Delivery Due Date	Customer Attendees	Activities Involved	Customer Action Items
2. Review Call	Remote, 1-hour.	The Review Call must be completed no later than 60 days after Customer's *Smart Start* SOW Effective Date.	Deployment Lead and Additional Champions, if applicable.	1. The Wrike Professional Services Consultant will review the homework completed by the Deployment Lead and, if applicable, Additional Champions. 2. The Deployment Lead, Additional Champions (if applicable) and the Wrike Professional Services Consultant will participate in a 60 minute review call where the Professional Services Consultant will review the workspace the Deployment Lead setup in Customer's Wrike account, address any questions Customer may have, discuss any changes or ways to improve efficiency and provide any additional guidance that may be needed to complete the Champion Training and/or Customer account setup. 3. The Professional Services Consultant will also provide guidance on next steps and resources that Customer team can leverage after onboarding	*Pre-Session:* - Complete all the modules, exercises, and homework within the Champion Training - Fill out any questionnaires in the Champion Training

5. <u>*SMART START* **ROLES AND RESPONSIBILITIES**</u>

The following personnel are required to complete the scope of services:

A. **Customer Personnel**

    i. *Deployment Lead:* Customer's project leader and point of contact for communications with the Wrike team. The Deployment Lead is responsible for completing the Champion Training and then coordinating and facilitating the Review Call. Generally, the Deployment Lead is Customer's User assuming the role of administrator of the Wrike tool for other Users in its organization.

    ii. *Additional Champion(s):* Up to four (4) additional Users from other User-types such as team leaders, process owners or Wrike administrators that have the proper authority and knowledge to define Customer's workflow(s) and processes complete Champion Training.

B. **Wrike Personnel**

    i. *Professional Services Consultant:* Point of contact responsible for Participating in the Review Call with Customer's Deployment Lead.

III. ADDITIONAL PROFESSIONAL SERVICES TERMS & CONDITIONS

The following Professional Services Terms and Conditions are hereby incorporated into and form part of the Agreement and set forth the additional terms and conditions ("**Additional Terms**") under which Wrike will provide Professional Services to Customer in connection with the Professional Services package purchased under the Order Form. Material deviations from these Additional Terms may change the price, schedule, timing, and/or resources required to complete the activities described in the Order Form, and as such, a Change Order executed between the Parties is required to implement such material deviations.

A. *Delivery and Cooperation*. Customer acknowledges that Customer's cooperation is essential to the timely performance of Wrike's Professional Services. Customer will, to the extent required in connection with the performance of Wrike's Professional Services: (i) provide Wrike with any necessary Customer materials and

access to Customer data; and (ii) cause the appropriate personnel to cooperate with Wrike as required for Wrike to provide the Professional Services described herein.

B. *Additional Customer Responsibilities*.

    i. Except for *Self-Start* (which has no Professional Services Consultant resource), Customer must provide Wrike a minimum of seven (7) days advance written notice before Wrike can schedule the Review Call with a Professional Services Consultant.

    ii. Except for *Self-Start* (which has no Professional Services Consultant resource), Customer's delay or failure to schedule the Review Call within 60 days of SOW Effective Date will be deemed a waiver to the Review Call and Wrike is then excused from performing such Review Call without penalty or refund.

C. *Project Personnel*. Except for *Self-Start* (which has no Professional Services Consultant resource), Staffing decisions will be based on availability of Wrike personnel at the time Customer requests to schedule the Review Call and the date such Review Call is requested to take place. Personnel providing Professional Services will be Wrike's employees acting within the scope of their employment or will be Wrike Subcontractors. A "Subcontractor" is a person, or an entity who may provide services or personnel to Wrike or on Wrike's behalf, with whom Wrike has contracted to provide some component of the Professional Services. The Parties agree Wrike shall have the right to utilize Subcontractors to fulfill its Professional Service obligations. Subcontractors shall be subject to the same material obligations and requirements of Wrike, as set forth in the Wrike Agreement. Wrike shall remain fully liable for the acts or omissions of its Subcontractors.

D. *Changes to Professional Service(s) Scope.* All requested changes that deviate from the purchased package must be outlined in an Order Form signed by both Parties (a "**Change Order**"). The Wrike Professional Services Consultant will be responsible for drafting and managing change requests and Change Orders.

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