

Centrify Advisory Service

Centrify Advisory Services are a flexible consulting solution intended for use by either new small and medium business (SMB) customers or existing customers of any size, offering access to a set of expertise. Centrify Advisory Services are pre-paid and are available in 10-, 20-, or 40-hour blocks of time to be used over the course of four months. The services can easily be renewed as part of a subscription. The service itself is time- and materials-based and all consulting is delivered remotely. The service has no limit on the size of systems in the environment.

Some Suggested Use Cases

- A new employee joins your organization and needs selective live training examples to understand the full function of the product.
- A new release is on the horizon, are you fully aware how the new feature set could be fully utilized/optimized in your specific environment?
- Assistance with the rollout and adoption of Centrify across your environment.
- Optimize your operations by applying updated best practices.
- Script review, customization, and/or creation.

BENEFITS

- Eliminates the need for time-consuming SOW creation and approval process.
- Centrify Services experts have over 100 years of aggregated Centrify experience — we have the answers to your questions and the solutions to your problems.
- Service is very flexible, delivered in a minimum of two hour blocks. No maximums.
- A collaborative process: Your assigned Centrify Consultant will work with you to determine what the business or technological problem is, and then move forward to solve it.
- Predictable delivery: You as the customer knows upfront what you are getting, how much it will cost, and when you will have it.

Prerequisites

- You are a new or existing customer with a current maintenance agreement or subscription.
- Unused hours will be forfeited 120 calendar days from purchase date.
- Must be prepaid; no exceptions.
- Services time is scheduled and used in a minimum of two (2) hour blocks.

No matter where you are in your Centrify journey, we can help.

Upon request, services will be scheduled with an available Centrify Consultant. There may be a delay between your request and when the Consultant is available.

Once ordered, client will be sent instructions via email on how to access the service time purchased.

Available Packages

10 Hours – CCS-ADVISORY-10H

20 Hours – CCS-ADVISORY-20H

40 Hours – CCS-ADVISORY-40H

Key Assumptions

- Client understands that Centrify's performance of the Service is dependent in part upon Client's actions, and Client therefore agrees to cooperate with Centrify in a commercially reasonable manner in the completion of the Services by Centrify. Centrify will promptly notify Client of any potential delays in Centrify's ability to undertake and complete performance in accordance with the applicable schedule resulting from the inaction of Client.
- Client will provide all hardware, software, facilities, equipment, and Client personnel (including technical resources) necessary to complete the project. These resources will be provided when they are needed in order to avoid project delays.
- Client will appoint a single point of contact for the duration of the project. This person will have project management responsibilities, be technically astute, and familiar with Client change request processes, as well as have the authority to expedite if necessary. Client management will make decisions and resolve issues in a timely manner in order to avoid project delays.

- If any Centrify Advisory Services engagement are canceled by Client less than three (3) weeks before the scheduled start date for the Service, Centrify will most likely not be able to reschedule the engagement and be out the revenue. Centrify will make every effort to redeploy the Consultant and if Centrify is able, then the Client agrees to pay any reasonable fees and expenses incurred by Centrify in terms of travel cancellations. If Centrify is not able to redeploy the Consultant, then Client agrees to pay the full amount of the Consulting Fees that would have been properly invoiced by Centrify had Client not canceled such engagement, and also any reasonable fees and expenses incurred by Centrify in terms of travel cancellations. For multiple week engagements this only applies for each week that is less than the three (3) week cancellation notice.

Period of Performance

The period of performance for this Service begins upon the date of mutual signature by authorized representatives of Centrify and Client and continues through the Completion Date (as defined below). All work must be scheduled to be completed within four months (120 days) of the start of the performance period.

Completion Date. The "Completion Date" will be the earlier of (1) the date on which all Services and Deliverables are completed, or (2) 120 calendar days after the date of mutual signature of this Service by authorized representatives of Centrify and Client.

Professional Fees and Expenses

This is a fixed price remote engagement. The Services will be considered completed when the applicable block of hours have been delivered or expired.

Personnel

Personnel Quality. Centrify agrees that all personnel used by Centrify to perform the Services will be competent and adequately trained by Centrify to perform the Services in accordance with the provisions of these Centrify Advisory Services.

Background Checks. Centrify shall perform commercially reasonable background checks on all personnel assigned by Centrify to provide this Service. These background letter of proof from Centrify's background checks include and are not limited to: criminal history for the past seven years, verification of employment, credit history, and education verification. Client may request in writing a background check provider that the Background Check was completed successfully.

Subcontractors Permitted. Centrify may engage a Subcontractor to perform all or any portion of its duties under this Agreement provided that any such Subcontractor agrees in writing to be bound by confidentiality obligations at least as protective as the terms of these Centrify Advisory Services regarding confidentiality. Subcontractors are subject to Centrify's standard Background Checks. Centrify remains responsible for the performance of such Subcontractor. Centrify will obtain written permission from Client before assigning a Subcontractor to work on these Centrify Advisory Services.

Subcontractor Defined. As used in this Agreement, "Subcontractor" will mean any individual, partnership, corporation, firm, association, unincorporated organization, joint venture, trust, or other entity engaged to perform hereunder. Subcontractors will be Centrify Certified Administrators who have undergone a rigorous training program from Centrify.