RLDatix™

REMOTE SYSTEM OPTIMISATION SERVICES

- Statement of Work –

For Use in APAC Region

Proprietary and Confidential

CONTENTS

1 INTRODUCTION

RLDatix has prepared the following Statement of Work (SOW) to provide details on the scope of work associated with Remote System Optimisation (RSO) services purchased by the Customer.

This SOW is not a legal document; it does not supersede any license agreements or other signed agreements between RLDatix and the Customer. The intent of this document is to outline the specific tasks that will be performed by RLDatix representative(s) within the scope of the RSO service. If a task is not listed in this document, then the task is not considered within scope of the RSO service.

This SOW is intended solely for Customer and RLDatix only. As such, it cannot be distributed to anyone who is not directly involved without express written consent of both parties.

2 RSO SERVICE HOURS

Remote System Optimisation services may be purchased within the context of a Premier Success Plan or as a stand-alone service. The RSO hours listed on the Order Form represent the maximum amount of time that RLDatix resources will provide as part of Remote System Optimisation services within a one-year period. If purchased within a Premier Success Plan, the hours will be pro-rated to coincide with the annual support term. If a Customer has used all annual RSO hours before the end of the given period, the Customer may purchase additional hours at the rate outlined on the Order Form.

RLDatix will track all time spent by all RLDatix resources on RSO. Activities tracked include, but are not limited to:

- All remote and onsite meetings and conferences
- Communications by phone, the HUB or email
- Technical and non-technical assistance (excludes time spent investigating and/or troubleshooting an issue confirmed to be a software bug)
- All software and environment configuration activities
- Internal RLDatix meetings related to the provision of RSO services to the Customer
- Preparation of notes/minutes/documentation, etc.

RLDatix will provide regular quarterly updates on RSO hour utilisation. RLDatix will also inform the Customer when utilisation is approaching 50% and 75%. At that time, RLDatix may also make a recommendation for the best use of the remaining hours and/or the purchase of additional service hours.

Unused service hours expire at the end of the term and cannot be transferred to subsequent years or to other services.

3 SCOPE OF SERVICES

The following section details the specific tasks that will be performed by the RLDatix Optimisation Manager (OM) and/or other RLDatix resources under the RSO scope of services. The tasks are organized by common features of the product.

3.1 Forms

- Review and maintain current forms (e.g., adding/modifying fields and pick lists and general form layout and behavior).
- Provide suggestions for modification of forms based on recommended best practices, and implementation of changes.
- Creation of new forms including ongoing review and maintenance of those forms.

3.2 Alerts

- Review and maintain current alerts.
- Provide suggestions for modification of alerts based on recommended best practices, and implementation of changes.
- Creation of new alerts, including setup of alert definitions, assignment and scheduling.

3.3 Reports

- Review and maintain corporate level reports and common report templates to be used across all entities.
- Provide suggestions for modification of corporate report templates based on recommended best practices, and implementation of changes.
- Creation of new corporate level reports, including setup of report templates and.
- Setup and maintenance of folder structure for saving of reports at corporate and local levels.

3.4 Schedules

- Guidance on creation and maintenance of schedules for reports and alerts.
- Provide suggestions for modification of schedules based on recommended best practices, and implementation of changes.

3.5 User Management

- Guidance to local Customer System Administrator on creation and maintenance of user profiles. Assistance, when needed, for more complicated user profiles and scopes.

- Provide suggestions for modification of roles and scopes.

3.6 Security Settings & General System Parameters

- Review application-based security settings contained in the Admin module and general system parameters and suggest changes based on best practices.
- Adjust application-based security settings contained in the admin module and general system parameters as needed.

3.7 File Interchange Module (FIM) for Submission to a Third Party

- Assistance with data mapping and set up of FIM to submit to a third party, in accordance with purchase order for new/additional FIM connector.
- Consultation with contacts at individual entities and a third party to manage the FIM submission process for existing extracts/submissions (e.g., assist with changes to mapping based on permitted modifications to taxonomy).
- Monitoring and troubleshooting of any issues and/or error messages related to FIM submission.

3.8 Upgrades

- Coordinate scheduling, installation, RLDatix testing and rollover to Production for annual and required interim upgrades.
- Group orientation training for key Customer resources on upgrade features so that Customer can roll out training to end users using a Train-the-Trainer model.

3.9 Training

- Remote group-based new feature training for key Customer resources related to an upgrade so that Customer can roll out training to end users using a Train-the-Trainer model.
- Customer participation in any remote group training sessions offered on occasion by RLDatix to enhance Customer understanding of the software and/or educational offerings made available by RLDatix via HUB.
- Other training as required by the Customer.

3.10 Site Onboarding or Divestment

- Implementation services related to on-boarding a new site to an existing Customer organisation, including set up of users and locations. (Note: this applies to implementation services only and does not apply to costs associated with software, licensing or hosting).
- Technical services related to divestment of a site from an existing Customer organisation including deactivation of users and locations. (Note: additional fees would apply for data extraction services).

3.11 Technical Services

- Location rebranding when organisations are reworking their location structure and these changes need to be reflected in the locations, users, and scopes.

- Development of custom scripts. (Note: requests for custom scripts are subject to evaluation by RLDatix to determine feasibility and suitability. RLDatix reserves the right to reject the request and will provide explanation where needed).

- Other miscellaneous technical services that RLDatix has deemed suitable under the RSO agreement.

3.12 Requests for Assistance, Investigation of Issues & Troubleshooting

- Creation of tickets for requests/issues directly identified by OM.
- Overall monitoring of all tickets in HUB.
- Coordination of RLDatix resources to respond to requests/issues.

3.13 Other Scope Inclusions

RLDatix will perform the following additional tasks under RSO:

1. Monthly consultation meetings with Customer representatives on system utilisation and Optimisation, including an update on all RSO activities performed since last meeting.
2. Continuous monitoring of system utilisation and performance to evaluate system optimisation and make recommendations for changes/enhancements.
3. Industry and regulatory body requirement guidance to help Customer conform to specific requirements and enhance the use of the system (e.g., modifications to stay current with third-party reporting requirements).
4. Manual system environment synchronization of Training and Production databases up to four times per year based on a mutually agreed upon schedule.
5. Manual system environment synchronization of Test database with Production database for purposes on-boarding new sites and/or upgrades.
6. Other projects deemed suitable under the RSO agreement.

3.14 Scope Exclusions

The following section details the specific tasks that are not within the scope of duties performed by the Optimisation Manager.

1. Modification to any forms or the behavior of forms that is not native to the application. In this instance, the Customer may submit a product enhancement request to the RLDatix Product Management team for consideration.
2. Creation of issue/enhancement tickets for items directly identified by the Customer or its representatives. Key Customer contacts will be able to submit tickets directly to RLDatix via HUB.

3. Coding changes to the software to modify the standard features/functionality of the software.

4. Creation, scheduling, distribution or support of any reports outside of RL6 application (e.g., Excel reports, other third-party reporting tools).

5. Legacy data conversion from historical systems.

6. Software and/or licensing and support fees for existing and/or new components (e.g. new module, interface, lookup, FIM partner, etc). Note: Typically implementation services related to these new components are included in purchase price. RSO services may be used to assist with those services. Any licensing and support fees are excluded from RSO.

7. Development and/or technical services related to coding or scripting to change behavior of the software.

8. Database backups or replications, in full or in part, by RLDatix.

9. Arranging direct database connectivity for Customer to access SQL database.

10. Customized SQL queries and associated data extraction.

4   RESPONSIBILITIES OF CUSTOMER

The following section outlines the responsibilities of the Customer in relation to the RSO services.

4.1   Customer System Administrator(s)

1. Defining an internal process for oversight, review and approval of requests from all local levels before submitting the RSO request.

2. Designation of up to 2 key contacts who will interact with the Optimisation Manager (OM) on a regular basis. These are Customer resources familiar with system administration and who are responsible for providing approved direction on system-wide configuration requests related to all sites. This will ensure central coordination of the Customer activities, and facilitate concise communication between the Customer and the OM once decisions have been made by the Customer.

3. Compliance by all Customer key contacts to the process for submitting RSO requests using HUB.

4. Maintenance of applicable corporate and site-level change control records including details related to the nature of request, who made the request, why the request is necessary, and when the request was implemented. This information will supplement the details contained in the RSO ticket which documents all actions taken by RLDatix.

5. Coordination of Customer resources for testing changes related to RSO requests and/or upgrades.

6. Customer end user testing of upgrade for sign off prior to rollover into Production environment.

7. Participation in testing of RL6 to sign off on locally requested changes made by the OM.

8. Participation in testing of RL6 to sign off on upgrade prior to deployment.

9. Participation of key Customer resources in any training offered by RLDatix related to software features/functionality and/or upgrades.

10. Local training of end users to introduce new features and functionality. RLDatix will provide training to key Customer resources who can then roll out the training using a Train-the-Trainer model.

11. Sign up to HUB for online access to tickets, knowledgebase and documentation.

12. Physical queuing and sending of files/data to a third party using File Interchange Module (FIM). Customer will be trained on how to send their data to a third party using FIM.

13. Creation of Level 1 Customer Help Desk for local assistance to end users at the local level (e.g., to troubleshoot login issues involving Active Directory, local email issues, email discrepancies, etc.)

14. Investigation and troubleshooting of user login issues related to Customer ADT system outside of the interface with RL6. Customer IT will be expected to investigate issues related to ADT, local network, etc.

15. Creation of internal Help Desk tickets logged with Customer's IT department.

16. Diagnosis/troubleshooting of workstation performance issues that would normally be handled by the Customer's IT department.

17. Installing of desktop support components (e.g., Active X, Report Designer component, etc.) that would normally be handled by the Customer's IT.

18. Investigation and resolution of Level 1 issues related to matters within jurisdiction of Customer Help Desk/IT (e.g., user authentication against Active Directory, email issues outside of RL6, etc.).

19. Resolution of Customer Help Desk tickets submitted by Customer users. If issues cannot be resolved quickly at a local level, these will be passed on to the RLDatix Support Team via ticket submission in HUB. The OM may be involved in troubleshooting. Time spent by the OM investigating and/or troubleshooting an issue confirmed to be a software bug is not posted against the RSO hours.

5 PROCESS FOR SUBMITTING A REQUEST FOR RSO

The following is a detailed explanation of the process for making a request for RSO.

1. Request is identified at the local level following Customer's internal process, and conveyed to the local System Administrator/key Customer contact.

2. Designated Customer oversight committee will review the proposed request and determine whether to submit the request to Optimisation Manager. This is mandatory for any changes to the configuration settings and system parameters. The OM may also be consulted at this time to provide advice/direction on the request before it is submitted to RLDatix. If the request is out of scope and/or if costs are associated with the change (e.g. not within scope of RSO SOW), then RLDatix will advise and communicate the requirements to Customer for consideration.

3. Customer approved requests will be submitted to RLDatix via HUB. The OM will confirm receipt of the ticket and update the ticket with action plan/timeline for response. In some cases, the action plan/timeline for response may be outside the normal RSO service level agreement due to complexity of the request.

4. The Customer can check the status of ticket(s) at any time by accessing HUB and reviewing tickets.

5. All subsequent communication/clarification regarding the initial request will be documented through the ticket. This will ensure there is an accurate record of the request and all actions taken through to closure.

6. Once the OM has completed request, the ticket will be updated and marked as "solution provided", at which time an email notification will be sent to the original submitter. Customer key contacts will be able to view all tickets via HUB. After reviewing the ticket, the Customer can then mark the ticket as "closed".

6 ASSUMPTIONS

To fulfill the responsibilities of the RSO services, several key assumptions have been made. Any deviations may impact the ability of RLDatix to provide such services.

6.1 General

1. RSO services shall only extend to the named entities as per the original Order Form.

2. RSO services shall extend to all products in use by the customer, unless otherwise specified on the Order Form. (Note: If RSO is used to cover multiple products, typically a larger number of service hours is required to allow for adequate time on all modules).

3. The Customer will provide sufficient detail when submitting a request to ensure RLDatix response in a timely manner. Insufficient detail will result in an impact to the service level agreement.

4. More complicated requests (e.g., development of a new form, creation of a complex report) will be handled through a separate agreed upon timeline specific to the request as negotiated by the Customer and the OM.

5. Issues and requests from the Customer will be communicated through a ticket submitted via HUB.

6. Requests from the Customer will be communicated only by designated Customer personnel.

6.2 Technical

1. RLDatix will be provided with access (including VPN access) to all of the necessary software, systems and servers to perform its responsibilities as part of RSO.

2. Access will be granted in accordance with the RSO Technical Requirements outlined in Section 7 of this this SOW.

3. Issues referred to the RLDatix Support Team for Level 2 support will be resolved as per the service level agreement outlined in the RLDatix Software Support and Maintenance Guide (https://www.rldatix.com/en-us/company/terms).

4. If applicable, issues related to the hosting of the applications will be addressed by the RLDatix IT team as per the service level agreement outlined in the RLDatix Hosting Agreement (https://www.rldatix.com/en-us/company/terms).

7 TECHNICAL REQUIREMENTS FOR RSO

In order to facilitate Remote System Optimisation services, several technical requirements must be met. These technical requirements ensure appropriate levels of connectivity, access and support to ensure the Optimisation Manager can manage system changes and configurations in an efficient and effective manner. The technical requirements include the following:

7.1 Dedicated environment

- RLDatix application software must be hosted from a dedicated environment. Software should not be placed/installed on servers for shared purposes.
- Databases may be housed and served from a shared database server, as long as RLDatix software has dedicated user credentials with Database Owner (DBO) privileges.
- The environment may have network optimisation tools such as diagnostics and/or server configuration tools, so long as they do not interfere with RLDatix software.
- Antivirus software is required; however, RLDatix software and associated network communications are whitelisted.
- Access to additional tools as required (e.g. SQL databases, MS Excel, Notepad, etc.).

7.2 Access to the organisation

- The Customer will provide Mobile-user VPN (MUVPN) access to the organisation.
- If VPN software/setup is required, a software package must be made available to the RLDatix team at no additional cost to RLDatix.
- Access security policies, including encryption type and strength will be governed by the Customer IT team.
- A dedicated VPN userid/password for Optimisation Manager. Ideally, this userid/password combination would not expire or can be reset/re-enabled by the Optimisation Manager.
- MUVPN may be implemented using thick customer or customerless VPN technologies.
- MUVPN technology used must be IPsec, SSL VPN, L2TP, L2TP over IPSec or SSTP.
- Encryption must comply with DES, 3DES, AES or Diffe-Hellman algorithms and employ a hashing algorithm of MD5 or SHA-1.
- Encryption key strength (i.e. size) must be a minimum 128 bit.
- Authentication password strength to be dictated by the Customer's IT policy.

7.3 Access to the software environments

7.3.1 For Risk MonitorPro®, Feedback MonitorPro® or Claims MonitorPro®

- Customer will provide access to thick-client applications, including Report Producer, Administration module and Web Configuration files. In most instances, the easiest approach is to provision Remote Desktop access to the PRODUCTION server environment. Alternatively, Customer may provision a server or workstation environment with thick-client applications to negate the need for Remote Desktop access to the PRODUCTION server.
- Appropriate levels of Windows and NTFS folder privileges must be provisioned to be able to modify the web.config and application .ini files in TEST, TRAINING and PRODUCTION environments.
- Customer will provide Remote Desktop access to TEST and TRAINING server environments.
- Customer will provide local administration privileges in the TEST and TRAINING server environments.
- Appropriate levels of RMPro/FMPro/CMPro software privileges must be provisioned to able to facilitate changes within the application.
- Remote Desktop access will be provisioned with Transport Layer Security (TLS) with a minimum 128 bit encryption.
- Remote Desktop connectivity may be provisioned using native Microsoft Windows Terminal Services or other alternative delivery mechanisms, so long as the appropriate customer software is provisioned to RLDatix.

7.3.2 For RL6 Modules

- Customer will provide HTTPS access to the RL6 application. In cases where HTTPS cannot be accommodated, Customer will provide Remote Desktop access to PRODUCTION server environment. This will avoid any leakage of application layer data including, user credentials.
- Customer will provide Remote Desktop access to TEST and TRAINING server environments.
- Customer will provide local administration privileges in the TEST and TRAINING server environments.
- Customer will provide administrative access to the RL6 software.

7.4 Anti-virus on any server/workstation

Customer will ensure any environment the Optimisation Manager accesses is equipped with anti-virus software and the latest malware/virus definitions are installed.

7.5 Audit changes made to the Windows server

Customer will provision mechanisms to audit access and file changes to the any Windows server environment the Optimisation Manager has Remote Desktop privileges to. This will ensure comfort, to both RLDatix and the Customer, that changes are transparent.

7.6 Backup mechanisms

Customer will provide either:

- on-demand access to a DBA resource to facilitate ad-hoc database backups for software environments, prior to changes being made, or
- the necessary SQL tools and storage to facilitate the Optimisation Manager to provision environment backups as required.

7.7 Technical Scope of RSO

For the duration of the RSO services contract, there will be aspects of the overall environment that are outside of the scope of RSO work. RSO is provisioned to deliver application settings and configurations within the scope of the RL6 framework but not beyond. Customer IT resources are required to provide troubleshooting and diagnostic assistance for environmental issues, challenges, investigations and/or configurations beyond the boundaries of the RL6 application framework.

In cases where the software is physically hosted with RLDatix, most IT resource involvement will be provided by the RLDatix IT team. However, Customer IT resources will still be required where the application is integrated with internal Customer systems, such as LDAP or SMTP.

7.8 IT Resource Involvement

A contact person in IT (IM, IS, etc.) should be identified who will be the Technical Representative and IT Lead for the RLDatix software. Primary responsibilities of the IT Lead are to coordinate activities for all IT resources for tasks related to the RSO effort and to ensure those resources are made available to complete necessary tasks and provide assistance to the OM on a timely basis.

The Customer is still expected to have an established internal help desk/mechanism for troubleshooting technical issues and Level 1 support issues with end users prior to contacting the RLDatix Support Team.

IT resources that may *potentially* be required for support include:

- **Firewall administrator** – provide the necessary troubleshooting/diagnostic support for any connectivity or VPN environment issues. This includes working with desktop, server and network teams to resolve performance issues.
- **Network administrator** – provide the necessary troubleshooting/diagnostic support for any connectivity issues. This includes working with desktop, server and firewall teams to resolve performance issues.
- **Server engineer** – ensure installation and configuration of the base software (including database) is complete. Ensure ADT interfaces are feeding the RLDatix software (if purchased). Ensure SMTP transactions are being sent to the email server. Ensure any additional purchased components are all complete and functional. Support hardware and conduct server maintenance according to Customer policy (e.g. apply service packs and other system updates).

- **Software engineer** – Software maintenance, including upgrading RLDatix software upon a new release.
- **ADT/HL7 administrator** – if HL7 interface purchased, ensure ADT/HL7 data is being sent to the RLDatix software. Provide the necessary troubleshooting/diagnostic support for any issues surrounding the ADT/HL7 feed(s).
- **Email administrator** – ensure the RLDatix software is permitted to send SMTP/email through the Customer email server environment. Provide the necessary troubleshooting/diagnostic support for email related issues.
- **Database administrator** – ensure regular database backups are being executed and verified. Facilitate ad-hoc database backups for software environments, prior to changes being made. Provide the necessary troubleshooting/diagnostic support for database related issues. This includes working with desktop, server and firewall teams to resolve performance issues.
- **Desktop engineer** – where necessary, thick customer applications are installed appropriately. Ensure sufficient levels of desktop privileges, such as NTFS/folder privileges, are configured to administer the RLDatix software.
- **Technical support/help desk** – ensure user profiles and thick customer applications are functioning as expected and facilitate support where required.

8 SERVICE LEVEL AGREEMENT

Access to RSO services is available Monday to Friday from 8:30am to 5:30pm Australian Eastern Standard Time.

RLDatix will strive to complete requests made within the scope of RSO services within 3 business days of receipt of sufficient details.

Any requests that are deemed to be more complex in nature, such as custom forms design or custom report design, may be treated as special projects, and a mutually agreed upon timeline for completion will be determined by the Customer and Optimisation Manager.

9 AGREEMENT

The signature below indicates our agreement and acceptance of the Statement of Work.

Customer: _____

Authorized Signature: _____

Name: _____

Title: _____

Date: _____

RLDatix

Authorized Signature: _____

Name: _____

Title: _____

Date: _____