



Professional Services Guide

1. Professional Services

1.1 Standard Business Hours. Mackin’s business hours are defined as 7:30 a.m. through 5:00 p.m. CT Monday through Friday, excluding holidays. Mackin reserves the right to charge an afterhours rate for Services performed outside standard business hours.

1.2 Payment Terms. Mackin reserves the right to require immediate payment for delivered services where the customer unduly delays the delivery of remaining services which are part of the Proposal.

1.3 Definition of Work. All work will be carried out in accordance with the accepted Proposal. If client requirements differ to what has been stated, it is the client’s responsibility to request a new proposal / scope of work. Changes to the scope may result in price adjustments.

1.4 Suitability of non Mackin Components. The success of Mackin services depends on other components such as hardware, software and adequate network services. Where these are not provided by Mackin, they must meet the documented minimum requirements and have suitable capacity.

1.5 Remote access. To perform installation, analysis or diagnosis of the Mackin system on Customer server, full RDP access is required with full administrative rights. Other arrangements such as limited access or onsite access are offered as an additional service.

1.6 Service Rescheduling. Where Customer constraints or delays cause an agreed service delivery to require rescheduling, every effort will be made to reschedule the service as soon as possible. However, in some circumstances significant delays may be introduced into a project schedule. Already incurred costs such as booked flights which need to be rescheduled will be passed on to the Customer.

1.7 Delivery of Services. In delivering a project, the following parties have the following responsibilities:

1.7.1 The Customer assumes responsibility to ensure effective project coordination and the timely provision of necessary resources.

1.7.2 Mackin is responsible for Project Facilitation, which includes coordinating project timelines, ensuring communication between all parties, and managing the execution of tasks as agreed upon in the quote.

1.7.3. Mackin is responsible for the delivery of training services as outlined in the quote.

1.7.4 A third-party provider, Softlink America, Inc., will perform the data migration and custom development services.

1.8 Delivery of Services. Mackin engages a Third-Party vendor, Softlink America, Inc., to assist in the delivery of services, including, but not limited to, data migration and product setup. This vendor may require access to Customer data during the course of their work. All Third-Party vendors are required to comply with Mackin's Privacy Policy, as outlined in the Terms and Conditions, as well as all applicable Mackin corporate policies.

1.9. Transfer of Database. Mackin will not transfer your database outside of the Customer's region without obtaining your prior consent.

2. Data Conversion Services

2.1 Standard Conversion. All data conversions include a final conversion which results in a final database and report.

2.2. Analysis Phase. Where a conversion includes an analysis phase an analysis report will be produced, which contains a binding set of one to one data mappings and conversion rules. This is a final agreement as to what and how the data will be converted. Any changes to data mappings after the analysis report has been agreed will be considered, but may incur additional charges and schedule delays.

2.3. Trial Conversion. Where a data conversion includes a trial conversion, a trial database and report are produced for review by the Customer. It is assumed that the trial conversion will be hosted and accessed on the same system that the live conversion will be hosted on. Where this is not the case, it is the client's responsibility to provide and setup an alternate system. Mackin can provide such systems as an additional service.

2.4. Conversion Delays. If the final conversion is delayed by the client for a period longer than four months after the trial conversion, it may be necessary to re-run the trial. Any additional costs to Mackin will be passed on to the client at standard rates.

2.5. Trial Data. Any changes made to trial data on a trial system (for example changes to lending rules) will be lost when the final converted data is attached.

2.6. Data Conversion Issues. Data conversion issues identified during the period between the trial and live conversion will be addressed where the result differs from the agreed analysis. Resolution of issues identified after the trial period will incur additional cost.

2.7. Quality of Data. Where a data conversion task depends wholly or partly on data supplied by the customer, the customer is responsible for the quality, accuracy, integrity and timely provision of such data. Additional charges could be incurred where significant time is expended in data quality issues. The Customer will be advised if there are issues with the quality of the data. While reasonable effort will be made to convert data for the modules required, poor quality data may compromise the quality of the converted data, even with selection of the Premium Service.

2.8. Data cleansing. Data cleansing typically involves changing the data as it is converted. Data cleansing will be performed where the Premium Conversion Service is selected. The extent to which data can be cleansed is dependent on the number of days of Premium Conversion Service selected and the complexity of the cleansing required.

2.9. Module Conversions. The modules to be converted (eg catalogue, borrowers, loans, etc) are stated in the Proposal. Additional modules can be converted as an additional service.

2.10. Database Mounting. Database mounting is the process of ensuring that the converted data is correctly mounted on and working with the installed Mackin system. This is an additional service not included in the Standard Conversion service.

3. Training

3.1 Training Documentation. When provided, all training documentation will be in electronic format.

3.2. On-site training requirements. Where onsite training has been purchased, the Mackin training consultant will require the facilities detailed below to provide effective training. In the absence of any of these being provided, the Mackin training consultant will continue with the training as scheduled, however its effectiveness may be diminished.

3.2.1 Training area / room, with attendees having access to the Mackin system to enable hands on training with a maximum of 2 attendees per workstation.

3.2.2 Where there are 3 or more attendees, a whiteboard, computer / laptop with access to the Mackin system and a data projector.

3.2.3 Full access to a suitable Mackin system with required administration privileges. 3.2.4 Installation and access to any third party tools on which training has been agreed such as MS Visual Studio for reporting

3.3 Virtual training requirements. Where virtual training has been purchased, the Mackin training consultant will require the facilities detailed below to provide effective training. In the absence of any of these being provided, the Mackin training consultant will continue with the training as scheduled, however its effectiveness may be diminished.

3.3.1 Where attendees are joining a session from their personal workstations, each attendee must have stable internet connection, microphone, speakers, and camera access to participate in a virtual meeting.

3.3.2 Where attendees are gathered in a group setting, the room must have adequate sound and visibility for the training consultant to interact with attendees through a virtual meeting tool. Attendees should designate an individual to speak on behalf of the group when fielding questions or comments to the training consultant.

3.3.3 Virtual sessions are capped at 15 attendees, unless otherwise quoted and/or confirmed in the project plan.

3.4 Training course cancellation. Where Customer has placed a booking for a standard Mackin training course which is not at Customer's premises, cancellations made more than 14 days before the training will receive a full refund. For cancellations made less than 14 days before the training, there will be no refund.