B2W SOFTWARE, INC.

B2W INFORM IMPLEMENTATION & TRAINING SUMMARY

1. B2W INFORM PROFESSIONAL IMPLEMENTATION SERVICES

B2W Inform Professional Implementation Services are required for all new customer's and consist of the following:

(i)   B2W Inform implementation kickoff call;

(ii)   One-time setup/configuration of B2W Inform tenant environment;

(iii)   Activation of all purchased B2W Inform Enterprise Edition named user licenses;

(iv)   One-time setup/configuration of B2W Inform tenant administrator account;

(v)   Account and security permission setup/configuration for all purchased B2W Inform Enterprise Edition named user licenses;

(vi)   Assisted installation of the B2W Inform external data service (for B2W ONE Platform customers only); and

(vii)   B2W Inform implementation wrap-up call.

The B2W Inform implementation activities do not require an on-site presence by B2W and, where participation or assistance is required from a customer, are designed to be successfully completed using only commercial web and teleconferencing tools. The timeline for execution and completion of the activities is also contingent on the schedule and availability of a customer. Unless otherwise indicated in a Customer's Proposal & Sales Agreement, B2W Inform template/report/dashboard creation or development is not included.

2. B2W INFORM PROFESSIONAL TRAINING SERVICES

B2W Inform Professional Training Services consist of instructor-led and remotely presented customer specific training sessions. Predicated on a mission specific learning objective approach, the comprehensive training sessions are designed to educate all attendees on the features, functions, and application of B2W Inform.

Training sessions are sold in 2-hour blocks and delivered using commercial web and teleconferencing tools. A customer may elect however, as a professional service, to have B2W Inform training sessions conducted on-site, at an external training facility, or at B2W's training facility in Portsmouth, New Hampshire, USA. Unless otherwise indicated in a Customer's Proposal & Sales Agreement, B2W Inform template/report/dashboard creation or development is not included.