

Professional Services: **Deliver Package**

This package is designed to help you achieve a faster time to value and get you off to a strong start during the first 24 weeks with Procore. In this package, you will receive **tailored best practice implementation advice** to meet your business needs. **The Procore team is there to not only consult but help deliver** your desired outcomes through **partnership** in product configuration and training. All services included in this package expire 24 weeks after service start date.

Services Included:

Guided implementation.

You will have a named Procore Project Manager (PM) available to guide you through the implementation process. Through weekly calls, they will coordinate and conduct consultations and configure up to 5 products. This partnership will get your team on track for fast time to value and achieving your short terms goals within the scope of your implementation package, which includes 35 hours of PM services.

Expert product consultation.

In order to help you get the most out of your Procore solutions, you will have a named Strategic Product Consultant (SPC). Your SPC will work alongside your IM to provide best practice advice tailored to your specific business needs so that together we can be sure that Procore works for **you**. They will help you avoid rework that would occur as a result of tools being set up incorrectly. This package includes 25 hours of SPC services.

Process improvement and documentation.

Throughout implementation, your PM and SPC will help you translate your existing business processes into Procore. Together you will uncover ways that Procore can help you work more effectively by connecting everyone under one single source of truth. As a final leave behind, you will build out a Standard Operating Procedures document, which will document these processes for future reference.

Custom Virtual Training

20 hours of virtual training led by an SPC to help assist with product adoption and ensure your use of these products aligns with a business solution. These sessions will be designed to meet your needs at the time, and can be used to do anything from train-the-trainer sessions to configuration of tool sets/permissions, or even a general Q&A with your internal team.

Account Configuration & Data Entry

To assist you in accelerating your time to value, Procore's Remote Admin Services Consultants will set up company level and project level configurations within your account based on best practices and ensure project data is imported into Procore correctly to get your account ready to use more quickly. This package includes 15 hours of Remote Admin Services hours.

Add-On Services

Services in addition to those included in this service package—such as an extension of PM support services beyond twenty-four (24) weeks, additional Consulting Services, Remote Admin Service hours, Custom Solutions hours, or Training and Integration Services—are available upon request to ensure you have all the support needed to be successful. These services are available for a fee and are not included in this scope.

Pricing and Payment Terms

These bundled services are offered at a discount from market rates. Work performed against this services bundle will be conducted via a fixed fee and is due as defined in the order form.