

Date: November 1, 2024

Vendor: YOUR ORGANIZATION

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HEARTBEAT
Enhance Your Life

Statement of Work (“SOW”) for Process Mining Services (“Services”)

Heartbeat Medical Devices, Inc (“Heartbeat”/ “Customer”) is pleased to contract YOUR ORGANIZATION (“Vendor”) to provide the following SOW for Services. In this SOW, Heartbeat and Vendor are each referenced as a “Party” and collectively the “Parties”.

I. Scope of Work

Vendor will deliver the following Process Mining Pilot Services to Heartbeat:

- Implementation
 - Process Mining tool provisioning
- Mining
 - Define PM Strategy
 - Create event log
 - Analyze process
 - Identify value opportunities, including one simulation demonstration of at least one opportunity scenario
- Wrap Up
 - Present Results
- Project Management of the project together with the Heartbeat Project Lead (for workshop scheduling, etc.)

II. Deliverables

The specific deliverable for which Vendor will be responsible to include the following:

- Project Workspace requisitioned
- Kick-off ppt, presentation notes (incl. objectives, etc.), high-level process model
- Transformed data, notes from validation workshop(s)
- Dashboards in Process Mining, analysis findings presentation
- Enhanced analysis findings presentation
- Pilot Findings Presented

III. Customer Responsibilities

The Customer shall cooperate with and assist Vendor in the performance of the Services, and furnish Vendor's personnel with requested information as required to achieve the objectives and deliverables set forth in the SOW. The Customer will also provide the following resources necessary for LSA Digital's performance as specified in this SOW:

- Customer Project Manager: Mike Smith
- Customer Process Owner/SME: John Williams
- Customer Data Specialist: Robert Johnson
- Additional SMEs will be added as needed

IV. Organization Responsibilities

The organization will provide an appropriately skilled consultant(s) to provide the Services and deliverables set forth in this SOW. The Vendor consultant(s) will provide information about the status of the Services and deliverables to the Project Sponsor as appropriate.

VI. Schedule

- Start Date for Services: dd/mm/yyyy
- End Date for Services: dd/mm/yyyy

Please note: the schedule is fixed and cannot be extended beyond the End Date!

VIII. Deliverable Breakdown

Organization Services	Deliverable
Setup and configuration of all Pilot components	<ul style="list-style-type: none">• Project Workspace provisioned
Define objectives, hypotheses, process	<ul style="list-style-type: none">• Kick-off ppt• Presentation notes (incl. objectives, etc.)• High-level process model
Create data model, load data, validate data	<ul style="list-style-type: none">• Transformed data• Notes from validation workshop(s)
Perform analysis, iterate, present findings	<ul style="list-style-type: none">• Dashboards in PM• Analysis findings presentation
Identify opportunities for improvement	<ul style="list-style-type: none">• Enhanced analysis findings presentation• Demonstration of at least one opportunity scenario in Process Simulation
Present Pilot results and findings, recommend next steps	<ul style="list-style-type: none">• Pilot findings presented