



3rd Party Integrations Consent

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Introduction

Dear partner,

We feel it is important to communicate the process of developing 3rd party integrations because our experience of over 24 years and thousands of projects has shown that over 80% of project delays are related to 3rd party integrations because parties tend to overlook this system component, usually critical for a successful project delivery.

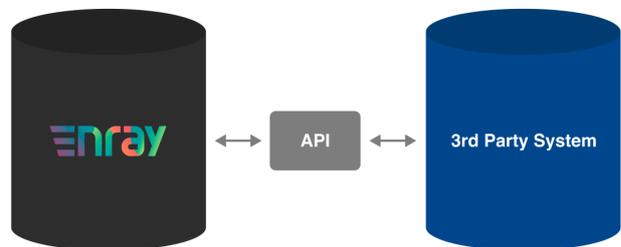
Enray platform features more than 170 integrations already, with the list growing constantly thanks to our dedicated integrations team. However, there could be the requirement for a new integration to be developed for your project that is not already listed (Current list can be seen here: www.enray.io/integrations). Also, some of the existing integrations may need to be reconfigured per the project requirements where in that case this document will also be required (your account manager will be able to validate this). Therefore the purpose of this document is to inform the stakeholders on this process in order to have all parties aligned and avoid unwanted delays in project development.

In order for iProject to commence work or analysis on a new integration, the written consent to this document is required (for the first integration only).

The  Team

Important facts

- A Systems Integration (commonly referred to as Integration) is a bridge forming a communication channel between 2 systems with the purpose of exchanging data.
- The term 3rd party integration defines that the integration is with a 3rd party vendor's system (not affiliated with iProject in any way).
- There are one-way or two-way integrations depending on whether the requirement is to send/receive data (one-way) or exchange data (two-way). Each way of communication can either be push or pull depending on whether data is sent or received respectively and can happen from either side (iProject or 3rd party vendor) depending on project requirements.
- Depending on project requirements, there are also many different types of integrations, the most common being "Flat file" and API.
- Flat file is used primarily in old systems where only one-way communication is possible and there is limited functionality of handling system responses and potential system errors.
- The most popular type of communication on an integration is via an API (Application Programming Interface) which acts as an intermediary layer enabling applications to exchange data and functionality easily and securely.
- Each API has one or more endpoints. These are the system points of communication through which specific data is exchanged between the applications.
- As in the real world, every bridge has two sides. One being on iProject's side and the other on the 3rd party vendor's side. iProject never controls the 3rd party vendor's side.
- In most types of APIs, the other side cannot see the system structure of the other side. This means that each party needs to provide a complete documentation to make it easy for the other party to connect, where needed.
- An integration to a 3rd party system may be per platform. For example, if the project includes Web, iOS & Android, the integration may need to be implemented 3 times and this depends on the API type provided by the 3rd party vendor.



- For the generic default functionality of the Enray platform, iProject has developed a robust API based on the design principles of REST, the most globally accepted interface. This API comes with complete documentation and code examples.

Client Requirements

In order to avoid any project delays, Client will need to understand and accept the following requirements.

- Client will need to identify which integrations will be required.
- For each integration needed, Client will need to identify the exact scope of work and functionality. In order to avoid assumptions and delays arising from these, all details should be clearly communicated in writing.
- For each 3rd party vendor involved, Client is responsible to inform its vendor(s) for all the vendor related requirements listed on the following section of this document (3rd Party Vendor Requirements).
- Effort needed for development, system design and testing as well as validity of documentation received and performance are all critical variables which are unknown to iProject at the time development starts. The same applies to the other vendors. This means that iProject cannot be aware of the total effort needed to connect to a 3rd party system. Therefore, there is never a deadline associated to an integration, hence any integration work cannot be a fixed cost and will be billed per hour. Same applies for the effort for analysing the documentation, designing the draft system changes and providing an estimate.
- In the uncommon scenario where the 3rd party requirements (e.g. documentation) are provided and very clear and the integration is not complicated, iProject may be in the position to provide a non-committing estimate of the effort. In case effort proves to be different than initial estimate, then project deadlines are adjusted accordingly.
- Any integration work performed in a given month is logged and an analysis is sent to the Client at the beginning of the next month with the accompanying invoice. This invoice is net 30 days from issuance date and is irrespective of the progress of the integration, project status or other projects. If payment is not received within 60 days, iProject reserves the right to put any integration or project work on hold until payment is received.
- The Project Manager or the contact point from the Client side will need to be attending all meetings/calls and copied on all emails between iProject and the 3rd party vendor, if applicable. iProject is not responsible for any delays arising from such availability constraints.

- For any potential technical issues with the integration, any of the parties, including the Client, may be responsible and will be accurately indicated only after related information has been communicated to all parties when issue is resolved.
- To deliver a successful integration requires not only development work but also analysis, system design, coordination and testing. These hours will be included together with any development hours on your monthly analysis and are included in the estimate that may have been provided.
- An integration analysis document that describes the developed functionality may be requested by the Client at any time. This document is optional and its preparation time is not included.
- Any technical support specifically provided in regards to an integration, irrespective of whether the support was for iProject's side or the 3rd party vendor's side, are not included in the technical support plan or SLA provided to the Client and will be billed per hour.

3rd Party Vendor Requirements

Client will need to inform its vendor(s) of the following requirements and make sure these are accepted by the vendor(s).

In case any of these requirements are not met, Client should inform iProject in writing before any integration work starts and iProject reserves the right to refuse the development of that integration. If development proceeds under these conditions, Client agrees that the risk of delivery increases significantly and accepts any responsibility of potential delays or malfunctions.

- 3rd party vendor will need to provide a documentation with clear code examples, relating specifically to the scope of work. For example, if documentation available describes the connection to 10 endpoints and the scope of the project will only use 3, these should be identified. Only documentations in English and not automatically translated (e.g. Google Translate) will be accepted.
- 3rd party vendor will need to provide access to a test environment through which iProject can validate the data in real time in order to efficiently develop the integration.
- 3rd party vendor will need to have system logs, recording all data transactions related to the integration so all parties can reflect and validate data and potential issues.
- 3rd party vendor will need to be promptly available for clarification or resolution in case a question arises during development or testing and since this is a new development with many unknown variables, the questions cannot be planned in advance. iProject is not responsible for any availability constraints of the 3rd party vendor or the Client which may result in project delays.
- 3rd party vendor may be requested to validate data during both development and UAT (User Acceptance Testing).
- When 3rd party vendor is responsible for any potential technical issue that arises, then the vendor should communicate any information about the cause, resolution or corrective actions that should prove essential to file the incident and/or avoid similar issues in the future, to all parties.
- 3rd party vendor is responsible for undertaking the necessary security measures for that system. Client is responsible to validate these measures if needed. iProject is not responsible for any security incidents due to the lack of such measures.

- 3rd party vendor is responsible to inform on a timely manner about potential updates that may affect the integration. In case development will be needed from iProject for these updates, the delivery date of these updates will be provided by iProject only. In case 3rd party vendor update is released/published before the aforementioned delivery date to have the integration compatible, iProject is not responsible for any system downtime, issues or malfunctions that may occur. Client is solely responsible for covering any expenses or development hours for any extra work needed from iProject to develop these updates.

Process Flow

The integration development flow is as follows:



Consent

By signing below, the Client understands the process of integrating with a 3rd party system and accepts the requirements and risks described in the above standard and non-negotiable terms.

Full name:

Company name:

Signature:

Date:
