



Third-Party Integrations Overview & Consent

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Introduction

Dear Partner,

We believe it is important to clearly communicate the process of developing third-party integrations. Based on our experience of more than 26 years and thousands of completed projects, we have seen that more than 80% of project delays are related to third-party integrations. This is often because the parties involved tend to overlook or underestimate integrations, even though they are a critical component for a successful project delivery.

The Enray platform already features **more than 180 integrations**, and this list continues to grow through the ongoing work of our dedicated integrations team. The current list of available integrations can be found here: www.enray.io/integrations.

However, a project may require a new integration that is not already available. Also, some of the existing integrations may need to be reconfigured according to the project's specific requirements. In this case, your Account Manager will be able to confirm whether this document is required for your project.

The purpose of this document is to ensure that all stakeholders understand the integration process, the responsibilities of each party, and the potential dependencies that may affect timelines and delivery. By aligning all parties from the beginning, we aim to avoid unnecessary delays and support a smoother project implementation.

Before iProject can begin any work or analysis related to a new integration, the Clients written consent to this document is required. This consent is required only for the first integration.

The team from



Important Facts About Integrations

A systems integration, commonly referred to as an integration, is a bridge that forms a communication channel between two systems for the purpose of exchanging data.

The term third-party integration means that the integration connects to a system owned or operated by a third-party vendor that is not affiliated with iProject.

How Custom Integrations Typically Work

Integrations can be either **one-way or two-way**:

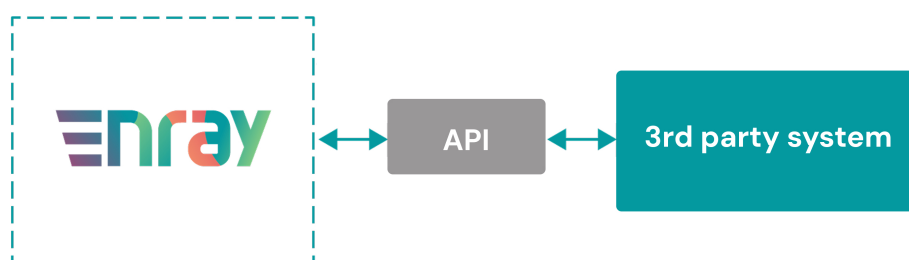
- A **one-way integration** means that data is either sent or received in **one direction only**.
- A **two-way integration** means that data is **exchanged between both systems**.

Each way of communication may also be described as either **push or pull**, depending on whether data is sent by one system or requested by the other system. These communication flows may be initiated from either iProject's side or the third-party vendor's side, depending on the project requirements.

Types of Integrations

There are different types of integrations, depending on the project's requirements, with two of the most common ones being **flat-file integrations and API integrations**:

- A **flat-file integration** is primarily used with older systems where only one-way communication is supported and the functionality of handling system responses and potential system errors is limited.
- The most common and widely used type of integration is through an **API** (Application Programming Interface), which acts as an intermediary layer allowing applications to exchange data and functionality securely and efficiently.



Each API includes one or more endpoints. An endpoint is a specific point of communication through which certain data or functionality is exchanged between applications.

As with any real-world bridge, an integration has two sides—one being on iProject's end and the other one on the third-party vendor's. iProject is **only responsible for its side of the integration** and does not control the third-party vendor's side.

In most API-based integrations, one side cannot see the system structure of the other side. For this reason, **each party needs to provide complete and accurate technical documentation** where needed so that the other party can connect properly.

A third-party integration may also need to be implemented separately per platform. For example, if a project includes Web, iOS, and Android applications, the same integration may need to be implemented three times, depending on the API type provided by the third-party vendor.

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

Client Requirements

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

Required Scope and Information

- The Client is responsible for identifying which integrations are required for the project.
- For each integration needed, the Client will need to identify the exact scope of work and functionality. To avoid assumptions and related delays, all details should be clearly communicated in writing.
- For each third-party vendor involved, the Client is responsible for informing the vendor(s) of all the vendor-related requirements listed in the **“Third-Party Vendor Requirements”** section of this document.

Effort, Timelines, and Estimates

- The effort required for development, system design and testing as well as the validity of the received documentation and performance are all critical variables that 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 third-party system. Therefore, **there is no deadline associated with an integration. As a result, any integration work cannot be a fixed cost and will be billed on an hourly basis.** The same applies to the effort required to analyze the documentation, design the draft system improvements, and provide an estimate.
- In the less common scenario where clear and reliable third-party requirements (e.g., documentation) are provided and the integration is not technically complex, iProject may be able to provide a non-binding estimate of the expected effort. If the actual effort proves to be different than the initial estimate, then the project timelines and related expectations will be adjusted accordingly.
- Any integration work performed in a given month will be logged and summarized in an analysis that will be sent to the Client at the beginning of the following month, together with the accompanying invoice. **This invoice is payable net 30 days from the date of the issuance** and is independent of the progress of the integration or the status of the project 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.

Communication and Availability

The Client's Project Manager or designated point of contact will need to be attending all relevant meetings and calls and be copied on all emails between iProject and the third-party vendor, if applicable. iProject is not responsible for any delays resulting from the unavailability of the Client, the Client's point of contact, or the third-party vendor.

Issue Resolution and Responsibility

Any of the parties, including the Client, may be responsible for any potential technical issues with the integration. Responsibility can only be accurately determined after all relevant technical information has been shared with the involved parties and the issue has been investigated or resolved.

Additional Services and Support

- To deliver a successful integration, analysis, system design, coordination, and testing are all required in addition to development. These hours will be included in your monthly analysis, along with any development hours, and will be factored into any estimates provided.
- The Client may request an integration analysis document describing the developed functionality at any time. This document is optional, and the preparation time is not included.
- Any technical support provided specifically for an integration, whether for iProject or a third-party vendor, is not covered by the Client's technical support plan or SLA and will be billed per hour.

Third-Party Vendor Requirements

The Client will need to inform its third-party vendor(s) of the following requirements and ensure that they are accepted by them.

If any of these requirements are not met, the Client should inform iProject in writing before any integration work begins. In such cases, iProject reserves the right to refuse integration development. If development proceeds despite unmet requirements, the Client agrees that delivery risk increases significantly and accepts full responsibility for any potential delays or malfunctions.

Third-party vendors will need to:

- **Provide scope-specific documentation with clear code examples.** For example, if the documentation describes the connection to ten endpoints but the project's scope only requires three, these should be identified. Only English-language documentation that has not been automatically translated (e.g., using Google Translate) will be accepted.
- **Provide access to a test environment** where iProject can validate integration data in real time.
- **Maintain system logs that record all data transactions related to the integration**, allowing all parties to reflect and validate data and potential issues.
- **Be promptly available to provide clarifications or resolve questions** that may arise during development or testing. Because new integrations involve several unknown variables, these questions cannot be planned in advance. iProject is not responsible for any project delays caused by the availability constraints of the third-party vendor or the Client.
- **Validate data during both development and UAT** (User Acceptance Testing), if required.
- **Communicate to all parties any relevant information about the cause, resolution or corrective actions** that are related to any technical issues that they are responsible for. This information could be proven essential to file the incident and/or avoid similar issues in the future.
- **Implement the necessary security measures for their system.** The Client is responsible for validating these measures if needed. iProject is not responsible for security incidents caused by lack of such measures.
- **Inform all parties in a timely manner about any updates that may affect the integration.** If development work is required from iProject due to such updates, the delivery date of these updates will be provided only by iProject. If the third-party vendor releases or publishes an update before the aforementioned delivery date required for integration compatibility, iProject is not responsible for any system downtime, issues or malfunctions. The Client is solely responsible for covering any related expenses or development hours required from iProject to develop these updates.

Process Flow

The standard integration development process is as follows:



Consent

By signing below, the Client acknowledges that they understand the process of integrating with a third-party system and accepts the requirements and risks described in the above standard and non-negotiable terms.

Full name:

Company name:

Signature:

Date: