

Effective Date: March 25, 2025

The following Scope Definition outlines the services provided by Aurelian Group Pty Ltd through [www.projectjumpstart.com.au](http://www.projectjumpstart.com.au). This scope is intended to clarify what is included in our offerings and set expectations for our clients.

## 1. Purpose

Project Jumpstart aims to assist small and medium-sized businesses in Australia by providing a ready-to-use integrated business applications suite based on Zoho One.

## 2. Core Services

Unless otherwise specified in a separate agreement, the following services are included:

- Provisioning of Zoho One environment
- Introduction meeting with client
  - Set the app portfolio as implemented
    - Mail included (must provide DNS zone editor access) or excluded
    - CRM or Bigin
    - Choose from:
      - Books/Inventory or Invoice/Projects
      - Books/Projects or Invoice/Projects
      - No Financial System configuration
    - Sign
    - Bookings
    - Meetings/Webinar
    - Integrations with CRM as hub

- Zoho Finance (if implemented)
  - Zoho Projects (if implemented)
  - Zoho Sign (if implemented)
  - Zoho Bookings (if implemented)
- SMS Gateway (send and receive) with 200 complementary messages per month (additional monthly messages can be purchased with a minimum pack of 100 at \$0.08 per message plus GST)
  - One (1) data load into CRM of Accounts, Contacts, and/or Leads - to be provided by you on our data load template. We then load the data, and advise you when it is ready for final data acceptance test (you look over the data and verify all attributes are in the right location and the completeness of the data-set).
- Ongoing Support: Technical support and maintenance for subscribed services, available via a designated portal. You can log technical issues (i.e. Something does not work as designed), and we will provide you with appropriate support and manage escalation to Zoho on your behalf.

### 3. Optional Add-On Services

Clients may opt into additional services, which may include:

- Custom Workflow Development: Tailored solutions to automate specific business processes.
- Training and Onboarding: Sessions to ensure effective adoption of tools and strategies by your team.
- Analytics and Reporting: Advanced insights into project performance and business metrics

These Add-On services are available in the form of Add-On packs providing a fixed work-budget to deliver MVP (minimum viable product), and MVI (minimum viable iteration).

Workpacks can be

#### 4. Exclusions

Unless explicitly agreed upon in writing, the following are not included in the standard scope:

- Hardware provision or support.
- Third-party software licenses beyond those provided by Project Jumpstart.
- Legal, financial, or tax advice unrelated to our core offerings.
- Bespoke classroom or online training.

#### 5. Client Responsibilities

To ensure successful delivery of Services, clients are expected to:

- Provide accurate and timely information as requested.
- Maintain active communication with our team.
- Adhere to payment schedules and terms outlined in their subscription or service agreement.
- To adhere to the “all employee licence” commitment to obtain the discounted licence fee - this means all employees on the payroll (FTE or Part Time) will receive a licence. As an alternative, where you get to select the employees licensed, there is the “flexible user licence” - which (inclusive of support) is \$159 per user per month (plus GST)

#### 6. Service Delivery

- Services are delivered online.
- The implementation work delivers the agreed scope of implemented applications, integrated as per standard integration as available. This software is ready for you to use. Additional customisation may be requested via Optional Add-On services as per section 3.
- Delivery timelines and specific deliverables will be outlined during the initial meeting.
- Continued access to software and support is contingent on the continuation of your

subscription, for which payment is taken via your preferred method at the beginning of each billing cycle.

## 7. Modifications to Scope

The delivery of service is dependent on the software provided by Zoho as part of Zoho One. At the end of the initial project, you will have the option to use the software as is, or ask us to modify it based on your additional requirements (see section 3. Optional Add-On Services).

