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**Statement of work**

<Partner should modify as appropriate for the engagement agreed upon between partner and customer. Any deliverables described in this form are for illustrative purposes only.>

Date: {Date}

**Project Name: Teamwork and business-class email**

|  |  |
| --- | --- |
| {Customer Company Name} | {Partner Company Name} |
| Company Name: | Company Name: |
| Contact: | Contact: |
| Address: | Address: |
| Phone number: | Phone number: |
| Email: | Email: |

|  |  |
| --- | --- |
| SOW Effective Date: |  |
| SOW Expiration Date: |  |

##### Summary

<Partner tailored introduction to recap the customer discovery conversation.>

{Customer Company Name} is seeking a solution that <solves a specific pain-point>, replacing the <free/on-premises> various processes services they currently employ to coordinate their work with one another and third parties.

{Partner Company Name} will provide {Customer Company Name} with a monthly subscription to <Office 365 Business Essentials>, a cloud-based solution from Microsoft which provides you with the apps teams need to work together including business-class email and calendaring, online scheduling for employees, a project planning tool and Microsoft Teams in a single, integrated solution. With Microsoft Teams, {Customer Company Name} will experience a cloud-based solution that brings together people, chats, meetings and documents, related to a team or project, into a single location that you securely access from anywhere.

##### Project goals and objectives

{Partner Company Name} will:

<Set up OR migrate Customer Name> to <Office 365 Business Essentials> to help employees stay:

* + Productive from any location.
	+ Available to their teams, providers and customers.
	+ Professional, accountable and responsive.
	+ Secure from external threats.

##### Project scope

Under this Statement of Work, {Partner Company Name} will provide the following product and services

1. The teamwork solution monthly subscription for <XX> seats

<Configuration or migration assistance>

1. SMB Teamwork Workshop – a <2-4hour> engagement with leadership and business decisions makers to:
* Identify business objectives and challenges
* Assess current technology capabilities
* Provide recommendations and best practices
* Create an actionable plan
1. Configuration assistance to get you started on business-class email and Microsoft Teams. During our <half/full day> engagement we’ll provide an initial consultation, configuration of security settings, and the resources you need to keep going.
2. Complete migration assistance to get you up and running on business-class email. During our <1-2 week> engagement we’ll work with you to migrate your existing email, set up parameters for archiving and security settings, and more, including: <as applicable>
* Evaluate existing directory and email systems

Remediate any issues found

Configure business-class email

Set up custom domains in your cloud-based email solution

Configure Directory Synchronization <optional, if customer has AD>

Plan end user adoption

Deploy end user client <if they’re going to use Outlook>

Initial cut over (mail flow and end user workflow)

Migrate existing data

Decommission legacy system(s)

Provide training and handoff to your IT lead

<partner specific services>

1. Meet with key stakeholders to review best practices
2. Provide resources and recommendations to instill best practices
3. Deliver tools to drive user adoption to ensure customer success
4. Provide follow-up to evaluate user adoption and review implementation
5. Provide on-going customer support

 (Note: If needed, add details to the above list to better clarify what you will provide to your customer)

<partner specific contingencies, if any>

##### Timelines

Supplier must complete and deliver all Services to {Customer Company Name} on or before <insert details>. The milestone delivery schedule for the Services, if applicable, shall be as follows:

| Milestone # | Description of Services to be completed by supplier and delivered to {Customer Company Name} | Due on or before |
| --- | --- | --- |
| 1 | <insert details> | <insert details> |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |

##### Payment

Fees

##### Payment terms:

##### Thank you!

Thank you for the opportunity. We look forward to working with you.

##### Agreed and accepted

|  |  |
| --- | --- |
| {Partner Company Name}\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date | {Customer Company Name}\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­Date |