

Elite Lite Service
Terms and Conditions

The following is a description of the Elite Lite Service (the “Elite Lite Service”) to be provided by Sisense (“Licensor”) for the licensees (whether direct licensees, OEM’s, or other license purchasers) (as relevant, such parties are referred to as “Licensee”) who purchased a license under a license agreement with Licensor (the “License Agreement”) and who have also purchased the Elite Lite Service for application to the purchased licenses. The Elite Lite Service supplements and enhances the standard Support Services provided as set forth in the License Agreement. To the extent of any conflict between this document and the License Agreement or the Sisense Support Services Terms and Conditions incorporated therein (the “Standard Support Terms”), this Schedule shall prevail.

The Elite Lite Service

A business intelligence consultant (the “BIC”) will provide business intelligence consulting services throughout the Subscription Period stated on the applicable Sales Order. In the event the applicable Subscription Period is other than a single year, the commitment for the services described herein will be prorated accordingly. These business intelligence consulting services will include one (1) 2-day on-site workshop per year at Licensee’s location, as agreed by the parties and periodic remote sessions as agreed by the parties, scheduled for no more than one and one half (1-1/2) hours per session no more frequently than once per week during the first three months of each one year Subscription Period and for no more than one (1) hour per session and no more than once every two weeks during any other period. These sessions may address some or all of the following topics:

- Solution design and architecture
- Consultation on new business use case
- Deployment best practices
- Scaling and growth plan
- End user adoption best practices
- BI best practices