Overview

The Flowfinity Managed Service Provider Program is where the expertise of our business partners and the capabilities of the Flowfinity Actions product come together to meet the needs of organizations for automation of business processes and all types of workflows that drive their business success.

Under the Flowfinity Managed Service Provider Program our business partners have full responsibility for the customer relationship. This includes the design, build, maintenance and support of the application and relies on Flowfinity for technical product support only. An MSP may choose to host the software themselves, with the Flowfinity Cloud being an option that is available at no additional cost.

For license fees an MSP pays Flowfinity directly for all licenses deployed by its customers and receives a discount off list price. Other discounts are negotiable based on overall volume and in some cases the nature of the application being built for the customer.

Outline of Business Terms

Relationships

The end user organization is our MSP's customer and all Flowfinity-related software licenses and services are delivered by and invoiced for by the MSP. The MSP sets its own pricing and is responsible for paying Flowfinity directly for license fees and Flowfinity Consulting services ordered.

Services

The MSP will use Flowfinity as a tool to build solutions for its customers. The MSP may hire Flowfinity consultants at standard hourly rates to assist with the design or development of applications under its supervision. Ongoing support and maintenance of the applications are the responsibility of the MSP.

Licenses

The software licenses Flowfinity sells to the MSP are non-transferable. The MSP may use its licenses to assign Flowfinity accounts to users at its customers' organizations for the purposes of using applications and dashboards built by the MSP. One license is required for each user. An MSP may also have its own development environment of Flowfinity to use for training, development, and testing. All licenses provided under the MSP program are Enterprise Edition Term licenses.

Billing

Billing is done quarterly in advance for licenses and monthly in arrears for services fees payable. Payment is due on receipt of our invoice.

Hosting

The MSP has the option to host the Flowfinity software on-premises, on an alternate cloud hosting service such as Azure or AWS, or to use the Flowfinity Cloud.

Technical Support

Flowfinity will provide technical product support to the MSP to resolve issues arising from a defect in the software, or to help troubleshoot other operations environment issues.

Marketing Support

A Flowfinity MSP may display the Flowfinity MSP logo on its website and relevant marketing materials. Our marketing team can advise on materials with you such as website content, case studies and brochures. Flowfinity may pass sales leads to the MSP based on its application development expertise as it relates to the prospective customer's requirements.

> *"Flowfinity provides both the front-end and back-end, while still allowing us to have full IT control … We are able to focus on building the right solution for our customer rather than worry about the technology."*
>
> -CTO, Peacekeeper Enterprises