Benchling Success Package Services Description

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Overview

Benchling's Success Packages provide our customers with the expert guidance and support needed for long-term success on Benchling. Our Success Packages free up your team to focus on your core competency - research and development - and ensure that you derive maximum value from the Benchling R&D Cloud.

We offer three **Success Packages: Standard, Premier, and Enterprise Premier** to meet the unique needs of your business. This document describes the features of each Success Package. Any feature not listed below is out of scope unless explicitly stated otherwise in a Sales Order. Benchling reserves the right to update the features of these packages at any time, but will not materially decrease or alter services during a customers' subscription term.

All Benchling R&D Cloud license subscriptions include Benchling's Standard Success P ackage at no additional charge, which provides access to product support , Benchling's self-service [Help Center](#), [Learning Labs](#) , and [Standard Customer Success program](#). Premier and Enterprise Premier Success Packages are available for an additional fee and entitle customers to more robust services compared to our Standard Success Package, including direct access to Benchling experts for product support as well as technical, administrative, and Customer Success services.

Please note, the entitlements and associated fees for Premier and Enterprise Premier Success Packages are intended to increase with the size of your user base and the number of products purchased. Your Premier or Enterprise Premier Success Package will cover the entirety of your Benchling deploy, inclusive of all licenses for all products purchased under all active Sales Order(s). Premier and Enterprise Premier Success Packages cannot be prorated for a specific product or individual Sales Order. Changes to a Sales Order may change the fee charged for your chosen Success Package, and such changes will be reflected in the corresponding Change Order.

Success Package Features

Features of the Benchling Success Packages are discussed in detail below. Benchling reserves the right to update the features of each Success Package, but agrees that the service features will not materially decrease during the customer's subscription term.

Product Support

Each Success Package includes Product Support from Benchling's team of Product Support Analysts. Customers may submit tickets via in-application asynchronous messaging, email (support@benchling.com), and web form.

Benchling Product Support is subject to the following conditions:

Ticket Priority : Benchling defines High and Normal Ticket Priority as follows,
- *High* : A major component or feature of the Benchling R&D Cloud is not functional, is disrupting or degrading your organization's normal operations in a production environment, requiring time-sensitive resolution. High tickets may include issues that do not have a work-around and directly impact your end users.
- *Normal*: Issues, questions, or requests that minimally or do not impact your organization's normal operations in a production environment. Normal tickets may include issues that have a work-around or occur in test, development, training, and other non-production tenants.

To ensure continuity of access to Product Support, please authorize inbound email from support@benchling.com.

Service Level Objectives (SLOs) and Service Level Agreements (SLAs) : Benchling defines SLOs and SLAs as follows,
- *Service Level Objectives (SLOs)* : Benchling will use commercially reasonable efforts to respond within the indicated time frames.
- *Service Level Agreements (SLAs):* Benchling commits to respond to tickets within the indicated time frames.

Response Time : The SLO and SLAs for Normal Tickets will not apply on Observed Holidays, listed in Section 1 of the Appendix.

Outage or Incident Availability: In the event of an outage or incident, Premier and Enterprise Premier customers may contact Benching Product Support for assistance by telephone. Contact information is available from your Technical Account Manager (TAM) or your Benchling Product Support Analyst.

Response Coverage and Ticket Response Times:

Success Package	Response Coverage	High Priority Ticket First Response Time	Normal Priority Ticket First Response Time	Outage or Incident Availability
STANDARD	8x5[1]	2 hours SLO	24 hours SLO	Support via in–application asynchronous messaging, email , and [web form](#)
PREMIER	24x5[2]	1 hour SLA	8 hours SLA	Standard features plus telephone assistance
ENTERPRISE PREMIER	24x7[3]	0.5 hour SLA	4 hours SLA	Standard features plus telephone assistance

Benchling Help Center

The Standard, Premier, and Enterprise Premier Success Packages all include unlimited access to Benchling's Help Center at https://help.benchling.com, which features self–service product documentation, training kits, and product release notes.

Benchling Learning Labs
STANDARD

All Benchling Success Packages include virtual, self–paced training courses via Benchling Learning Labs (**BLL**), available at https://www.benchling.com/learning–labs. BLL is a flexible, on–demand educational portal that helps customers become proficient users of the Benchling R&D Platform. The on–demand courses help customers build essential Benchling knowledge and skills and offer participants an opportunity to earn career–building and role–specific badges to showcase their learnings. Different learning paths are tailored for scientists, Benchling R&D Platform Administrators, and developer roles.

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[1] 8 hours per day (9am–5pm) during a user's local time zone on weekdays (excluding Saturday and Sunday).
[2] 24 hours per day, for 5 weekdays (excluding Saturday and Sunday).
[3] 24 hours per day, 7 days a week.

Customer Success Management

STANDARD

The Standard Success Package provides access to our **Standard Customer Success program** , which includes guidance and resources on best practice usage of Benchling to enhance your users' experience and ensure you achieve value with Benchling. The Standard Customer Success program features the online Community, monthly webinars, digital resources, and digital outreach delivered via email and in-application.

To ensure continuity of access to Benchling's Standard Customer Success, please authorize inbound email from team@benchling.com.

PREMIER

In addition to the Standard features, the Premier Success Package includes a **named CSM** to provide 1 meeting per month consultation. You may elect to add additional CSM access for an additional fee.

Your CSM will work with you to develop a mutual success plan that will align our partnership to your organization's business objectives. The success plan will be reviewed and updated bi-annually and inform the strategic objectives that both your TAM and CSM support over the course of the year. Custom KPIswill be developed and documented in order to track progress against your organization's business objectives.

ENTERPRISE PREMIER

In addition to the Premier features, with the Enterprise Premier Success Package, your CSM will meet with you weekly, instead of monthly as is provided with Premier.

Optimization Services

Optimization Services are post-implementation technical services, led by your designated Technical Account Manager (TAM), and designed to proactively maintain and evolve your Benchling tenant(s) and increase product adoption by your users.

Optimization Services include s two distinct features – **Administrative Services** and **Optimization Accelerators** , both of which are led by your TAM. All Premier and Enterprise Premier Success Packages include a base amount of administrative hours per month and Benchling will work with you to determine the exact number of hours you should purchase as part of your Success Package, based on the size and complexity of your Benchling deploy. You may elect to add Optimization Accelerators from your Premier Success Package and should work with your Benchling Account Team to best assess your need with regard to this service.

Administrative Services, including Validated environments, led by your Technical

Account Manager: Your TAM serves as the primary technical point of contact with Benchling and provides recurring consultation. The meeting cadence and maximum administrative hours per month your TAM may provide can be found in your Sales Order. With guidance from your internal technical team and Benchling Administrator, your TAM may:

- Act as a trusted advisor and administrator of your Benchling tenant(s), including validated environments

- Provide in-tenant optimization of configurations.

- Lead regular meetings to review, prioritize, and execute actions related to administration of Benchling.

- Manage ad-hoc configuration requests, issue logging, technical advisory requests, and product features requests.

- Advise (with your CSM) on selection and timing of Optimization Accelerators.

- Deliver Optimization Accelerators and Custom Trainings.

For a full list of specific TAM services, please refer to [Section 2 of the Appendix](#).

Optimization Accelerators: Optimization Accelerators are fixed-scope, short-duration, sprint-based projects that are designed to enhance specific aspects of your Benchling tenant and configuration. You will select Optimization Accelerators that are aligned to your highest priority needs with support from your TAM and CS. We recommend completion of one or two Optimization Accelerators per quarter.

Optimization Accelerators are subject to the following conditions:

- Optimization Accelerators may be delivered by your TAM or by another skilled Benchling Services resource.

- Optimization Accelerators' scope and deliverables will be scoped by your TAM. If additional time or customizations are needed, then you may purchase additional Optimization Accelerators for an additional fee.

- In some cases, Optimization Accelerator credits may be combined to allow for a larger scope of work.

For a detailed description of each Optimization Accelerator, including definition of scope, assumptions, and credits required, please reference [Section 3 of the Appendix](#).

STANDARD
Optimization Services are not included features of the Standard Success Package.

PREMIER

The Premier Success Package provides access to a TAM for recurring consultation on a regular cadence (e.g., biweekly, monthly), **as specified in your Sales Order** . You may elect to add additional hours from your TAM for an additional fee.

Premier Success also provides access to Optimization Accelerator credits, **as specified in your Sales Order** . We recommend completion of one or two Optimization Accelerators per quarter. You may elect to purchase additional Optimization Accelerator credits for a fee.

ENTERPRISE PREMIER

The Enterprise Premier Success Package provides access to a TAM for recurring consultation on a regular cadence (e.g., weekly), or **as otherwise specified in your Sales Order** . You may elect to add additional hours from your TAM for an additional fee.

Enterprise Premier Success also provides access to Optimization Accelerator credits, **as specified in your Sales Order**. You may elect to purchase additional Optimization Accelerator credits for a fee.

Training Services

Training Services include post-implementation, custom, instructor-led training sessions designed to build Benchling Administrator skills, teach best practice usage of Benchling, and increase product adoption by your users. Customers may work with their TAM to select and schedule Custom Training sessions.

 Custom, instructor-led Trainings are subject to the following conditions:

- Class size is limited to 25 attendees, unless pre-approved by the trainer.

- Training will be delivered in the customers' Benchling tenant.

- Training will be delivered in English.

- Training may be delivered by your TAM or another skilled Benchling Services resource.

- Training will be delivered remotely, although onsite visits may be available with travel and expenses billable to the customer.

- Training materials will be provided as a PDF upon conclusion of the training.

 For a detailed description of each Custom Training, please reference Section 4 of the Appendix.

STANDARD

Training Services are not included features of the Standard Success Package.

PREMIER

Premier Success includes access to instructor–led Training sessions per year, **as specified in your Sales Order** . We recommend completion of one Custom Training session per quarter. You may purchase additional training sessions for a fee.

ENTERPRISE PREMIER

Enterprise Premier Success also includes access to instructor–led Training sessions per year, **as specified in your Sales Order** . We recommend completion of three Custom Training sessions per quarter. You may purchase additional training sessions for a fee.

Additional Services:

In addition to access to your TAM, CSM, and prioritized Support, Benchling has additional resource types available which may be included in your Success Package by request or suggested based on your technical needs, with their available hours per month sized and priced commensurate with your needs.

These resources include Technical Solutions Architects (TSA), Enterprise Solutions Architects (ESA), and our Customer Engineering (CE) team.

STANDARD

TSA, ESA, and CE resources cannot be included with the Standard Success Package.

PREMIER

TSA and CE hours may be included with the Premier Success Package, with hours per month for each role specified in the Sales Order.

Technical Solutions Architects are experts on Benchling's Developer Platform and will partner with your TAM to lead scoping and advise on design and development of integrations built with Benchling's Developer Platform. They may also consult on installing Benchling Connect on your network.

Customer Engineering develops and maintains custom integrations for specific customer use cases. Development of new custom integrations always requires a standalone services SOW and is not covered under a Success Package. However enhancement of existing integrations can be supported through CE hours in a Success Package.

In the event that your Benchling environment has 1) a deployed integration(s) developed by Benchling CE that 2) requires updates or enhancements, inclusion of additional TSA as well as CE hours in your Premier Success package to be consumed as needed may be advised.

ENTERPRISE PREMIER

In addition to TSA and CE, an ESA may also be included with the purchase of an Enterprise Premier Success Package, with the exact hours per month of support specified in the Sales Order.

Enterprise Solutions Architects are a critical role for supporting large Benchling deployments, and they support customers in Technical Governance and Post-Live System Management. Specific ESA responsibilities are listed below:

- Technical Solution Owner for your Benchling platform

  ○ Ensures best practice use of the platform, drives harmonized data model and integration landscape architecture across existing Benchling deployments and new projects.

  ○ Owns overall data model as a deliverable, responsible for ensuring that it remains updated as new groups and deployments are added.

  ○ Provides a technical escalation path to resolve implementation or platform challenges.

- Benchling Data Governance Lead

  ○ Establishes and maintains a Benchling data governance committee between the Customer team and Benchling implementation/post-live teams.

  ○ Leads Benchling data governance committee meeting on regular cadence

- Product Enablement

  ○ Coordinates with Benchling product team on behalf of customer to raise requests and track development and deployment of relevant new features

  ○ Tracks development of new disruptive features and informs the customer on which will be most impactful given their specific configurations and deployment.

Appendix:

Section 1: Observed Holidays
Observed Holidays include the holidays listed below:

US	EMEA
New Year's Day	New Year's Day
Martin Luther King Day	Berchtold's Day
Memorial Day	Good Friday
Juneteenth	Sechseläuten
Labor Day	Labour Day
Thanksgiving Day	Ascension Day
Day after Thanksgiving	Whit Monday
Holiday Shutdown (Christmas Day through New Year's Day)	Juneteenth
	National Day
	Knabenschiessen
	Holiday Shutdown (Christmas Day through New Year's Day)

Section 2: Technical Account Manager (TAM) Activities
Your TAM may carry out the following activities at the discretion of your internal team and/or Benchling administrator:

● Coordinate and lead regular check in meetings: weekly, bi-weekly or monthly cadence as outlined in your Premier or Enterprise Premier Success package.

● Document, prioritize, and deliver action items as defined by customer and set appropriate timelines for completion related to ongoing:
  ○ Ad-hoc tenant updates or optimizations.

- Issue tracking and resolution.
- Feature request creation and tracking.
- General maintenance of live applications.
- Permissions management.

● Lead or facilitate the staffing of Optimization Accelerators or Custom Trainings.

● Maintain documentation of your Benchling Registry Entity Relationship Diagram (ERD) in Lucidchart, allowing for a source of truth when expanding or adjusting configurations as part of Optimization Services.

● Serve as a designated point of contact for Product Support escalations and identify trends coming through inbound Product Support channels.

● Report on Product Support activity on a quarterly basis.

VALIDATED CLOUD

For Customers on the Benchling Validated Cloud platform. In addition to the above-listed activities, TAMs may carry out the following activities:

● Provide consultation and advisory services on Benchling GxP-configuration best practices.

● Tailored quarterly upgrade support, including consultation on GxP product and new compliance feature releases.

● Serve as a designated point of contact for advisory on Customer GxP compliance considerations, including tailored review of Benchling's validation assets.

● Document and deliver configuration specification documentation and feature specification documentation on request.

Your TAM will not carry out activities beyond those listed above or outlined as part of Optimization Accelerators (see [Section 3 of the Appendix]( )).

Benchling reserves the right to update the set of activities provided by a TAM, but agrees that the service features will not materially decrease during the customer's subscription term.

Section 3: Optimization Accelerators

 Benchling Optimization Services offers the following set of Optimization Accelerators:

- 3.1 Registry Data Model Refresh

- 3.2 Registry Data Model Expansion

- 3.2.1 Inventory Development and Expansion

- 3.3 New Feature Configuration Update

- 3.4 Notebook Template Development or Optimization

- 3.5 Insights Dashboard Development or Optimization

- 3.6 Workflow Task Development or Optimization

- 3.7 Configuration Migration Between Tenants

- 3.8.1 Lab Automation Run Development

- 3.8.2 Lab Automation Run Reconfiguration and Enhancement

- 3.9 Benchling Permissions Assessment and Reconfiguration

- 3.10 Developer Workshops

Provided below is a detailed description of each Optimization Accelerator, including definition of scope, assumptions, and credits required for use. All Optimization Services Accelerators are designed to be completed within 3–6 weeks of initiating the Accelerator.

Benchling reserves the right to update the list of Optimization Accelerators, and their description, scope, and assumptions but will not materially decrease such features during the customer's subscription term.

Section 3.1	Registry Data Model Refresh	Credits Required	1
Description	Data model refresh for a single team or group (dependent on size). Includes discovery sessions to understand current Registry and Results usage with customer subject matter experts, solutioning sessions to determine adjustments to be made, followed by reconfiguration/adjustment, and training on updates.		

Scope	● Benchling will lead a **60 minute** kickoff meeting to outline the scope of the Accelerator. ● Benchling will lead up to **two** discovery sessions of **60 minutes** with the customer. ● Benchling will refresh or reconfigure up to eight existing schemas in the test environment including, per schema: 　　○ Modi fication of fields 　　○ Creation of computed fields 　　○ Adjustment of name templates 　　○ Adjustment of entity relationships ● Following review, Benchling will migrate configuration changes into the production environment. ● Benchling will deliver no more than one admin training and one end-user training on the new configurations that will be no more than three hours. ● Benchling will lead a 30 minute hypercare meeting to wrap up the project.
Assumptions	● A registry data model exists for the in-scope team. ● Customer will provide access to subject matter experts to assist Benchling. ● No new applications will be implemented as part of this Optimization Accelerator. ● No additional schemas will be created as part of this refresh.

Section 3.2	**Registry Data Model Expansion**	Credits Required	**1**
Description	Data model expansion for a new or existing team. Includes discovery sessions to understand current new business processes to be added to Benchling with customer subject matter experts, solutioning sessions to determine registry and results schemas to be added, followed by configuration and training.		
Scope	● Benchling will lead a **60 minute** kickoff meeting to outline the scope of the Accelerator. ● Benchling will lead up to **two** discovery sessions of **60 minutes** with the customer. ● Benchling will configure up to **six** new registry or result schemas into the test environment, per Customer specifications. ● Benchling will hold **one 60 minute** discovery session with the Customer for collecting template-building materials. ● Benchling will configure no more than **one** notebook template which utilizes the new registry and results schemas.		

	• Following review, Benchling will migrate configuration changes into the production environment. • Benchling will deliver no more than one admin training and one end-user training on the new registry schemas, lasting up to three hours. • Benchling will lead a 30 minute hypercare meeting to wrap up the project.
Assumptions	• Customer will provide access to subject matter experts to assist Benchling. • No new applications will be implemented as part of this Optimization Accelerator.

Section 3.2.1	Inventory Development and Expansion	Credits Required	1
Description	Inventory development and expansion for new or existing team(s). This project sprint includes discovery sessions to understand current new business processes to be added to Benchling with customer subject matter experts, solutioning sessions to determine inventory schemas to be configured, followed by storage build-out with enablement and training.		
Scope	• Benchling will lead a **60 minute** kickoff meeting to outline the scope of the Accelerator. • Benchling will lead up to **two** discovery sessions of **60 minutes** with the customer. • Benchling will configure up to **one** new inventory hierarchy (e.g. Freezer, Shelf, Rack) into the test environment, per Customer specifications. • Benchling will hold **one 60 minute** discovery session with the Customer for collecting template-building materials. • Benchling will configure no more than **one new** notebook template and will update existing templates to reference the new inventory schemas. • Following review, Benchling will migrate configuration changes into the production environment.		

	● Benchling will deliver no more than **<u>one</u>** admin training and **<u>one</u>** end-user training on the new registry schemas, lasting up to **<u>three</u>** hours. ● Benchling will lead a 30 minute hypercare meeting to wrap up the project.
Assumptions	● Customer will provide access to subject matter experts to assist Benchling. ● No new applications will be implemented as part of this Optimization Accelerator. ● Building new Insights queries for inventory data management, not included

Section 3.3	New Feature Configuration Updates	Credits Required	1
Description	Review of newly released Benchling features with the Customer, assessment of applicability and necessity to customer process, and Implementation of new Benchling features into the customers' Benchling tenant. A Benchling TAM will identify, configure, and train the customer team on these new features.		
Scope	● Benching will lead a **<u>60 minute</u>** kickoff meeting to outline the scope of the Accelerator. ● Benchling will lead up to **<u>two</u>** new feature review sessions with the customer to assess the impact of new Benchling functionality and identify areas for optimization. ● Benchling will implement new features in the test environment, including turning on con figurations and updating relevant applications, such as Notebook Templates or Registry fields. ● Following review, Benchling will migrate configuration changes into the production environment. ● Benchling will deliver no more than **<u>one</u>** Administrator training and **<u>one</u>** user training on the new functionality, lasting up to **<u>three</u>** hours.		

Assumptions	● Customer will provide access to subject matter experts to assist Benchling.
	● No new applications will be implemented as part of this Optimization Accelerator, but, rather, only new features which build onto pre-existing, and pre-implemented applications.
	● Benchling will not perform any data migration as part of this Accelerator.

Section 3.4	Notebook Template Development or Optimization	Credits Required	1
Description	New Notebook template and sub-template development or optimization of existing notebook templates including scoping sessions, development and configuration, testing, and training.		
Scope	● Benching will lead a **60 minute** kickoff meeting to outline the scope of the Accelerator. ● Benchling will configure or reconfigure up to **four** notebook templates. ● Benchling will deliver **two 60 minute** training sessions on newly configured Notebook Templates.		
Assumptions	● Customer will provide access to subject matter experts to assist Benchling. ● All structured data tables required for template creation already exist.		

Section 3.5	Insights Dashboard Development or Optimization	Credits Required	1
Description	Insights Dashboard development or optimization of existing Dashboards for a fixed amount of queries.		

Scope	● Benching will lead a 60 minute kickoff meeting to outline the scope of the Accelerator. ● Benchling will lead up to **two 60 minute** insights planning sessions with the customer. ● Benchling will configure up to **six** SQL queries as part of **one** Dashboard. ● Benchling will lead **one** Insights training session on the new Dashboard, lasting up to **two** hours.
Assumptions	● Customer will provide access to subject matter experts to assist Benchling. ● All structured data tables required for query creation already exist. ● Customer admin has familiarity with SQL.

Section 3.6	Workflow Task Development or Optimization	Credits Required	1
Description	Development of additional workflow tasks and/or flowcharts for customers' implemented Benchling Workflows. Includes Workflow planning sessions to determine need and design Workflow user stories, followed by configuration and training.		
Scope	● Benching will lead a **60 minute** kickoff meeting to outline the scope of the Accelerator. ● Benchling will lead up to **two** **60 minute** workflow planning sessions with the Customer. ● Benchling will configure up to: ○ New Flowchart: ■ **Three** Workflow Task Schemas + mappings for Flowchart. ■ **One** Workflow Task Schema of type "Flowchart." ■ **Three** Notebook Templates for Workflow Task execution. ○ Existing Flowchart: ■ **Four** new Task Schemas + mappings to Flowchart. ■ **Four** Notebook Templates for Workflow Task execution. ○ New Unit Tasks ■ **Five** new Task Schemas. ■ **Five** Notebook Templates (for any task execution). ● Benchling will provide up to **two** training sessions for Workflows, including **one** Admin training and **one** Workflows end-user training, lasting up to **three** hours.		
Assumptions	● Customer will provide access to subject matter experts to assist Benchling. ● Customer is already live and using the Workflows application. ● All structured data tables required for workflow creation already exist, although we will accommodate metadata adjustments within existing tables.		

Section 3.7	Configuration and Notebook Template Migration Between Tenants	Credits Required	1
Description	Benchling led migration of schema configurations and templates between Benchling tenants. The amount of time required per migration will be tenant specific.		

Scope	● Benching will lead a **60 minute** kickoff meeting to outline the scope of the Accelerator.
	
	● Benchling will lead up to **two** **30 minute** planning sessions to define the scope of migration.
	
	● If migration is manual:
	
	    ○ Benchling will perform a migration of up to **12** Notebook Templates or Schema configurations including dropdowns between tenants or a scope as defined by your TAM. Benchling will only support a migration into **one** tenant.
	
	● If migration can be automated:
	
	    ○ Benchling will perform a migration of Schemas and Templates, where all configurations linked from these Schemas and Templates must also be included in the migration. Benchling can support multiple tenant migrations within scope defined by your TAM.
	
	    ○ If significant manual changes must be made to either tenant prior to running the migration, then the scope may be limited at the discretion of your TAM such that it aligns with the scope of the accelerator credit.
	
	    ○ Benchling will provide a list of changes that will be made for the customer to approve pre-migration, and a change log post-migration.
	
	● Benchling will provide up to **one** training session for Config Migration Tool when applicable, lasting up to **two** hours.		

Assumptions	● Customer will provide access to subject matter experts to assist Benchling. ● Customer will provide a list of all configurations/templates and their dependencies to be migrated. ● Legacy data import is not in scope of migration.		

Section 3.8.1	**Lab Automation Run Development**	Credits Required	**2**
Description	Development of additional Lab Automation Run(s) and a Notebook Template for one workstream where the Customer has already implemented Lab Automation. Includes scoping sessions, followed by configuration, testing and training.		
Scope	● Benching will lead a **60 minute** kickoff meeting to outline the scope of the Accelerator. ● Benchling will lead up to **two 60 minute** scoping sessions to define the goal and transformations necessary as part of a Lab Auto Run. ● Benchling will configure up to: 　○ **Three** new Lab Automation Runs; including input and output file configurations totaling no more than **six** file configurations total. 　○ **One** new Notebook template. ● Benchling will provide up to **two** training sessions for Lab Auto, including **one** Admin training and **one** end-user training, lasting up to **three** hours.		
Assumptions	● Any data model changes have already been made. ● Minimal transformation of the file(s) required. ● Custom transformation is out of scope. ● Customer has provided example files from instrumentation or Insights ahead of time and all column mapping and transformations are predetermined. ● Assumes consistent and stable file formats. ● Customer will provide access to subject matter experts to assist Benchling.		

Section 3.8.2	**Lab Automation Run Reconfiguration and Enhancement**	Credits Required	**1**
Description	Reconfiguration or enhancement of implemented Lab Automation Run(s), which will include scoping sessions, followed by configuration, testing, and training.		

Scope	● Benching will lead a 60 minute kickoff meeting to outline the scope of the Accelerator.
	● Benchling will lead up to two 60 minute scoping sessions to review existing runs and desired changes and enhancements.
	● Benchling will make changes for up to four existing input or output file reconfigurations/enhancements, up to two of which may be an additional new input or output file configuration to an existing Lab Automation Run.
	●Benchling will provide up to two training sessions for Lab Auto, including one Admin training and one end-user training, which, together, may not exceed three hours.
Assumptions	● Data model changes have been made.
	● New use cases are out of scope (see 3.8.1 Lab Automation Run Development Accelerator).
	● No new Lab Automation Runs will be configured.
	● Custom transformation is out of scope.
	● Customer will provide Benchling with example files from instrumentation or Insights. All column mapping and transformations are predetermined.
	● File formats will be consistent and stable.
	● Customer will provide access to subject matter experts to assist Benchling.

Section 3.9	Benching Permissions Assessment and Reconfiguration	Credits Required	1
Description	Benchling Technical Account Manager will assess existing platform permissions settings across projects, schemas, and applications and review findings with the Customer. Permission settings may be reconfigured or updated based on the Customer's need and Benchling's best practices.		

Scope	● Benching will lead a **60 minute** kickoff meeting to outline the scope of the Accelerator.
	● Benchling will lead up to **two 60 minute** discovery sessions to assess specific permissions needs and questions.
	●Benchling TAM will review Customer's Benchling tenant, and prepare a summary of all permissions settings across the environment.
	● Benchling will provide up to two training sessions to review all permissions with the Customer, including one Admin training and one end-user training, which, together, may not exceed three hours.
Assumptions	● Customer will provide access to subject matter experts to assist Benchling.

Section 3.10	Developer Workshops	Credits Required	1
Description	An Accelerator initiated after Developer Platform Trainings. 6–8 weeks in length where the first 2–3 weeks will consist of Developer Platform Levels 1–3 trainings through Success Package Custom Trainings, followed by a series of workshop-centric developer support.		

Scope	● Benchling will lead **one 60 minute** scoping session to assess developer needs/interests and understand current processes/ongoing technical initiatives
	
	● Benchling will provide up to **three 60 minute** workshop sessions each, with topics to be jointly decided upon. Customers may also decide to use any workshop sessions as broader discussion-led office hours.
	
	● Workshops will be tailored to the Customer's areas of interest, with in-scope topics including but not limited to:
	
	    ○ API/SDK
	
	    ○ Events-based integrations
	
	    ○ Warehouse/SQL
	
	    ○ Benchling Apps
	
	    ○ General technical advisement/Q&A
	
	    ○ Review of current Benchling usage/processes for technical enhancement opportunities

Assumptions	● Customer has already received Developer Platform trainings.
	
	● Workshops are meant to provide additional opportunities to focus on learnings gained from Dev Plat training with potential for discussion-based guidance tailored to Customer's interests.
	
	● While TAMS can help provide general guidance, directly designing/building integrations is out of scope for Accelerator support but can be serviced by additional TSA hours.
	
	● The following are out of scope:
	
	    ○ Scripting/Code advisement
	
	    ○ Complete custom integration/workstream demos

Section 4: Custom Trainings

Benchling Training Services offers the following set of Custom Trainings:

- 4.1 Application-specific Custom Training

- 4.2 Workflow-specific Custom Training

Provided below is a detailed description of each Custom Training, including definition of scope and assumptions. Each training that is delivered counts as one session.

Benchling reserves the right to update the list of Custom Trainings, and their description, scope, and assumptions; but, agrees that the service features will not materially decrease during Customer's subscription term.

Section 4.1	Application-specific Custom Training
Description	Customer choice of end-user or admin personalized session of a given application (e.g. Notebook, Registry, etc.).
Scope	● Benchling will lead no more than **one** discovery and preparation meeting prior to training, to establish scope of training, collaborate on tailored content, and validate materials. ● Benchling will lead no more than **one** training lasting up to **two** hours focused on Customer's training topic of choice.
Assumptions	● Customer has applicable applications licensed and implemented prior to Custom Training. ● Benchling-led User Acceptance Testing out of scope for this Custom Training.

Section 4.2	Workflow-specific Custom Training
Description	Customer choice of end-user or admin personalized session to better address a specific workflow or process. This could be a custom mix of areas of focus (e.g., a deep dive on Benchling Gibson Assembly capabilities).
Scope	● Benchling will lead no more than **one** discovery and preparation meeting prior to training, to establish scope of training, collaborate on tailored content, and validate materials. ● Benchling will lead no more than **one two hour** training focused on the training topic of choice. Topics are not application specific and are specialized to a user workflow.
Assumptions	● Customer has applicable applications licensed and implemented prior to receiving Custom Training. ● Benchling-led User Acceptance Testing out of scope for this Custom Training.