

Exhibit A - Statement of Work / Phase Overview TBD

Phase Code	Description	Notes	Est Hrs	Location
P1-000	Phase 1 - EV Client Initiation -- Planning & Setup	Phase Total:		
P1-100	Set Up Client EasyVoice Technical Environment	<p>EasyVoice will perform a remote installation of all purchased components, working in concert with Client IT staff. Components will be tested at the conclusion of installation.</p> <ul style="list-style-type: none"> • EasyVoice Platform Installation <ul style="list-style-type: none"> o Control Tower (Dispatch) o Customer Skills (Customer) • Core Team Login/PW's Security Access 	4	Remote
P1-200	BPR Discovery Process Review EasyVoice	<p>EasyVoice will schedule a Business Process Review, Discovery Process Review, SOW Report Creation.</p> <p>Detailed Design SOW created from BPR Session</p>	2	Remote/Onsite
P1-300	Set Up Client EasyVoice Process Environment	<p>A Core Team of Client staff is required. This team may integrate Field Service, Back Office, Accounting, and reporting staff, or bring team members in and out based on when they are needed for larger, phased implementations.</p> <p>The Core Team will define/review objectives for EV, build the implementation plan, receive initial overview training for EV setup, review and redefine work processes, identify data and data standards for EV usage, define and design required interfaces/integration such as with scheduling and/or accounting systems, and ultimately receive from EasyVoice a Recommendations Document for use of EasyVoice in the Client environment.</p>	24	Remote/Onsite

Phase Code	Description	Notes	Est Hrs	Location
		<p>The time period to identify and standardize data definitions and EasyVoice options will vary based on a number of considerations including the scope and scale of the implementation, the current state of data standardization, and the extent to which current processes will be altered or standardized.</p> <p>The EasyVoice Consultant will provide initial training and guidance.</p> <p>The Core Team will then be responsible for executing the tasks of data and process standardization based on the training and guidance received.</p> <p>The EasyVoice Consultant will at a predefined time review progress and assist with setup of next steps in the implementation plan.</p> <p>Remote support will be provided as required during the periods when the EasyVoice Consultant is not on site.</p> <p>Create/Import/Configure:</p> <ul style="list-style-type: none"> • Create Sample Customer List • Create Alexa Skill Type Codes • Create Users, Job Skills, Rates • Create Industry Types • Inventory Management Configuration 		

Phase Code	Description	Notes	Est Hrs	Location
P1-300.1	Reporting Design/Write (Outputs – Email, SMS, Posts)	Utilizing the configuration and workflow created in the process environment, EV will provide instructions on report creation and at clients request, design and create reports as needed.	TBD	Remote/ Onsite
P1-400	Administrative Training (Core Team)	Using the standards and information developed in P1-300, the EasyVoice Consultant will provide comprehensive instruction to the Client Core Team in the use of EV for Field Data Collection. This will include preparation of a sample Job and a Reinforcement Session to cement understanding. A User Manual will be provided for Client Users.	6	Remote/ Onsite
P1-500	Project Management Phase 1	EasyVoice will conduct and participate in Planning Meetings, Conference Calls, Online Sessions and provide ongoing support as required throughout the implementation. Also, Status Reports including Progress-to-Date, Open Issues and Project Risk concerns will be sent to applicable Client personnel on a regular basis.	TBD	Remote/ Onsite

Phase Code	Description	Notes	Est Hrs	Location
P2-000	Phase 2 – Integration	Phase Total:		
P2-100	Develop Integration Document	The Integration document will serve as the roadmap for implementation of EasyVoice. System interfaces will be specified. Replacement of current spreadsheets and databases, as well as planned process improvements will be specified. Data Touch points to other systems, databases, methods and frequency of data exchange will be specified.	4	Remote
P2-200.10-50	Develop/Configuration Interface & Integration Custom Components	<p>EasyVoice Development/Configuration will build interface/integration components identified during planning and process definition (if required).</p> <p>EasyVoice will provide standard API integration documentation.</p> <p>EasyVoice currently estimates the following API integrations.</p> <p>Data Design Integration -</p> <ul style="list-style-type: none"> • TBD <p>If additional integrations are needed these components can be built either by Client internally, outsourced by Client to a third party, or built by EasyVoice under a change order to this SOW.</p>	48	Remote
P2-300	Design Testing/Simulation	<p>Design Testing / Simulation - Core Team:</p> <ul style="list-style-type: none"> • Control Tower (Dispatch) <ul style="list-style-type: none"> o Create Jobs o Schedule Jobs o Monitor Jobs • Mobile Application (Field) • Customer Portal (Customer) <p>Customer APP (Customer)</p>	8	

P2-400	Project Management - Phase 1	EasyVoice will conduct and participate in Planning Meetings, Conference Calls, Online Sessions and provide ongoing support as required throughout the implementation. Also, Status Reports including Progress-to-Date, Open Issues and Project Risk concerns will be sent to applicable Client personnel on a regular basis.	Inc	Remote/ Onsite
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Phase Code	Description	Notes	Est Hrs	Location
P3-000	Phase 3 - EV Training / Test	Phase Total:		
P3-100	Production (Testing) Core	<p>Production Testing Support - Production Team (Core):</p> <ul style="list-style-type: none"> • Control Tower (VoiceCenter) <ul style="list-style-type: none"> o Request (Task) o Monitor Jobs (Task) • Mobile Application (Field) • Customer Portal (Customer) <p>Customer APP (Customer)</p>	TBD	Remote/ Onsite
P3-200	Training End User	<p>EasyVoice conducts end-user training, normally with client Core Team support.</p> <p>The scope and scale of the rollout will be determined by the number of users, the plan to Phase implementation (Time Collection, Billing, Equipment), and whether or not the phases are done simultaneously (big bang), or in some other, more sequential fashion.</p> <p>For a train-the-trainer solution where the client is performing self-training, EasyVoice will offer remote support and/or periodic visits to review and assist with issue resolution and assure success.</p> <p>For Client, EasyVoice has assumed a Train-the-Trainer approach with part-time EasyVoice support.</p>	TBD	Remote/ Onsite
P3-300	Project Management - Phase 3	<p>EasyVoice will conduct and participate in Planning Meetings, Conference Calls, Online Sessions and provide ongoing support as required throughout the implementation. Also, Status Reports including Progress-to-Date, Open Issues and Project Risk concerns will be sent to applicable Client personnel on a regular basis.</p>		Remote/ Onsite










P4-000	Phase 3 - EV Rollout (Project Rollout)	Phase Total:		
P4-100	Rollout EV for All Users	<p>EasyVoice can serve a number of different roles in this rollout: full support with training conducted by a EasyVoice consultant, partial support where a EasyVoice consultant periodically comes on site to review progress, remote support where a EasyVoice consultant is "on call," or no direct support where the client takes on the full responsibility for implementation.</p> <p>Standard EasyVoice technical support is always available, although it cannot address training content issues.</p> <p>The cost of this category assumes part-time EasyVoice support visits to check progress and resolve issues.</p>	TBD	Remote/ Onsite

P4-000	Phase 4 - EV Client Close		
P4-200	Issue EV Performance Survey to Client	EasyVoice builds consulting expertise and needs based on feedback from our clients. At the end of every engagement, we request client feedback regarding our consultant's efforts, our product, and our value. We use this important information both to provide useful review and feedback to our consultants, and to improve our product and practices.	TBD
P4-300	Conduct Project Closure Review	EasyVoice will conduct a project closure review with Client and document lessons learned and any closure actions required. A Project Summary Document will be provided to each client at the end of this review.	1

Project Schedule

Note: The schedule includes all WBS Work Breakdown Structure linear time and steps. Any leads, lags, or floats will be determined, if applicable, after project kick off.

ID	WBS	Task Name	Duration	Start	Finish	Predecessors	Jan 24, '16							Jan 31
							S	M	T	W	T	F	S	
1	P1-100	Set Up Client MobileLogix Technical Environment	4 hrs	Mon 2/1/16	Mon 2/1/16									
2	P1-200	BPR Discovery Process Review MobileLogix	2 hrs	Tue 2/2/16	Tue 2/2/16	1								
3	P1-300	Set Up Client MobileLogix Process Environment	3 days	Wed 2/3/16	Fri 2/5/16	2								
4	P1-400	Field Service Administrative Training	6 hrs	Mon 2/8/16	Mon 2/8/16	3								
5	P2-100	Develop Integration Document	4 hrs	Mon 2/8/16	Tue 2/9/16	4								
6	P2-200.10	Develop/Configuration Interface & Integration Custom Con	8.75 days	Mon 2/22/16	Thu 3/3/16	5								
7	P2-300	Design Testing/Simulation	1 day?	Thu 3/3/16	Fri 3/4/16	6								

Project: Schedule C - Royce Date: Fri 1/29/16	Task		Milestone		External Tasks	
	Split		Summary		External Milestone	
	Progress		Project Summary		Deadline	

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