Statement of Work – Digital Transformation

Web design, applications and integration services under the Master Services Agreement

This Statement of Work (the **"SOW"**) is part of the Master Services Agreement (the **"MSA"**) between **Ataman Consulting Ltd** (company number 13597881) (the **"Provider"**) and the client named in the Contract Acceptance Form (the **"Client"**). The MSA applies to this SOW, and words defined in the MSA have the same meaning here.

ENGAGEMENT DETAILS

Item	Where it is recorded
Service line	Digital Transformation (brand: Ataman Consulting)
Client, contacts, start date and duration	Contract Acceptance Form
Fees, payment term and invoicing	Contract Acceptance Form; otherwise the invoice terms apply
Project type	Contract Acceptance Form or accepted proposal
Hosting and maintenance (yes / no)	Contract Acceptance Form or accepted proposal
Support period	Contract Acceptance Form or accepted proposal
Milestones (where relevant)	Accepted proposal or project plan

1. SCOPE OF SERVICES

1.1 The Provider shall provide the following Services, as selected for the engagement:

(a) requirements analysis and solution design;

(b) website design and development;

(c) web or mobile application development;

(d) system integrations and automation, such as APIs, CRM, booking and payment systems;

(e) hosting, domain and deployment set-up;

(f) user training and handover;

(g) maintenance and support, where selected.

1.2 Any additional scope or exclusions are recorded in the Contract Acceptance Form or an accepted proposal. Work not described there or in this SOW is out of scope and requires a change agreed under the MSA.

2. DELIVERABLES

(a) design mock-ups or prototypes for approval;

(b) the working solution deployed to the agreed environment;

(c) administrator access and, where agreed, the source code;

(d) a handover session and short user guide.

3. FEES

3.1 Fees may be charged as a fixed price, day or visit rate, monthly retainer or per session, as recorded in the Contract Acceptance Form. Unless otherwise stated there, the payment terms shown on the invoice apply.

4. CLIENT RESPONSIBILITIES

4.1 The Client shall provide content, branding, feedback and test data on time.

4.2 The Client shall hold, in its own name, the accounts for third-party services such as domain, payment gateway and app stores, and give the Provider the access it needs.

4.3 The Client shall back up its existing data before any migration.

5. SERVICE-SPECIFIC TERMS

5.1 The Client shall test each Deliverable within 5 Business Days of delivery and report any material defects. A Deliverable is accepted when that period ends without such a report, or when the Client uses it live, whichever comes first.

5.2 The Provider shall fix, free of charge, defects reported within 30 days of acceptance that are caused by its work. This does not cover changes requested by the Client or problems caused by third-party services.

5.3 On full payment, the Client owns the bespoke design and code created specifically for it. The Provider keeps its pre-existing components, frameworks and tools and grants the Client a perpetual licence to use them as part of the Deliverables. Open-source components remain under their own licences.

5.4 Costs of third-party services, such as hosting, domains, plugins and API usage, are paid by the Client unless agreed otherwise. The Provider is not responsible for outages or changes by third-party providers.

5.5 Where hosting or maintenance is selected, the Provider shall use reasonable efforts to keep the solution available, apply updates and keep regular backups, for the agreed fee.

5.6 Where the solution processes personal data, the Client is responsible for its privacy notice and lawful basis for processing. The Provider follows good security practice, but no system can be guaranteed completely secure.

6. PERSONAL DATA

6.1 Where the Provider processes personal data on the Client’s behalf under this SOW, the Data Processing Agreement applies.

ACCEPTANCE

This document is accepted by signing the Ataman Consulting Contract Acceptance Form, electronically or by hand. The version accepted is the version shown in the footer and published at atamanconsulting.co.uk/legal/sow-digital-transformation.pdf on the date the form is signed. The Client’s details, the agreed fees and any special terms are recorded in that form.

A typed name with confirmation of acceptance through the Provider’s signing platform is an electronic signature and has the same effect as a handwritten signature.