

SCOPE OF WORK DOCUMENT

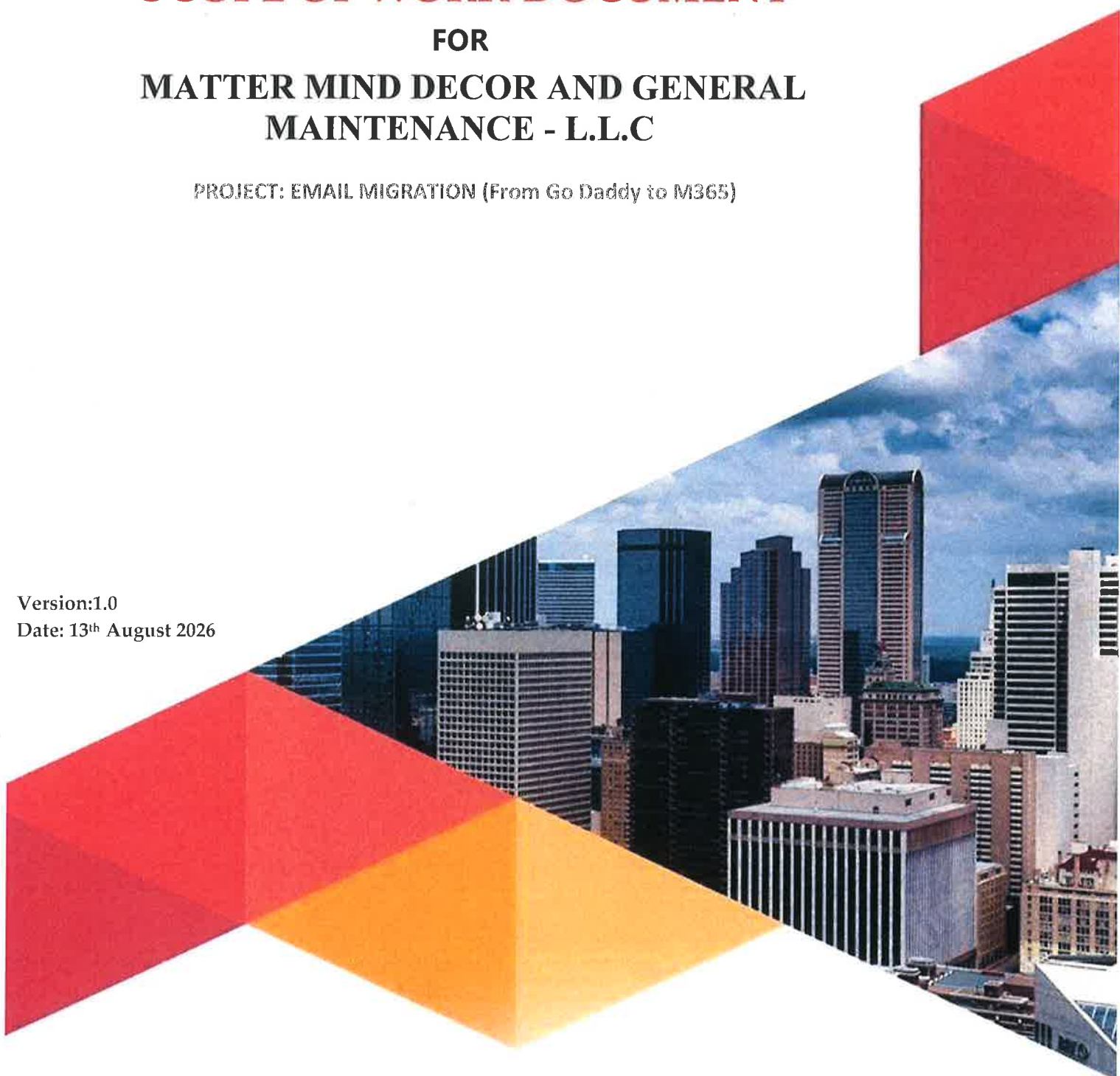
FOR

MATTER MIND DECOR AND GENERAL MAINTENANCE - L.L.C

PROJECT: EMAIL MIGRATION (From Go Daddy to M365)

Version:1.0

Date: 13th August 2026



@2026 Kyoto Technologies LLC. All rights reserved. All trademarks acknowledged.

This document is published by the **Kyoto Technologies LLC** without any warranty. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose without the written permission of Kyoto Technologies LLC.

Improvements and changes of this text necessitated by typographical errors, inaccuracies of current information or improvements of software program and/ or equipment, may be made by KYOTO TECHNOLOGIES LLC, at any time and without notice. Such change will, however, be incorporated into new editions of this document. Any hard copies of this document are to be regarded as temporary reference copies only.

Document Version Control:

Document Date	: 13 August, 2026
Version	: 1.0
Author	: Sneha Pillai
Account Manager	: Mohammed Farrukh

Kyoto Technologies LLC

PO Box: 126255,

Dubai, UAE

T: +9714 2268063

E: info@kyoto-tech.com

W: www.kyoto-tech.com

TABLE OF CONTENTS

1. INTRODUCTION	4
1.1. About Kyoto	4
1.2. About Customer	4
2. GENERAL INFORMATION	5
2.1. Purpose of the Document	5
2.2. Governing Agreement	5
2.3. Distribution List	5
2.4. Change Log	5
3. CUSTOMER PROJECT INFORMATION	6
3.1. Project Summary	6
4. GENERAL PROJECT SPECIFICATIONS	9
4.1. Assumptions and Responsibilities	9
5. PROJECT MANAGEMENT AND ADMINISTRATION	11
6. ACCEPTANCE AND REMEDIES	12
7. DELIVERY OF SERVICES	13
8. SIGN OFF CRITERIA	13
9. GENERAL INFORMATION	14

1. INTRODUCTION

1.1. About Kyoto

Kyoto is a leading Information and Communication Technologies (ICT) service provider. We operate internationally through our offices and antennas in Dubai, Abu Dhabi, Sharjah, Jeddah, and Gurgaon etc. We design, develop, support, and promote ICT software applications using integrated, state of art technologies. Our expertise covers.



Distribution



Integration



Services



Collaboration & Smart City

1.2. About Customer



Our company was founded with the core need of helping people fulfill a choice of having their dream commercial structures. We have started our new adventure as an interior designing firm where we explore the various aspects and infinite possibilities of interiors, architecture, and design. A building is only as good as its interiors and we ardently believe that we can design the interiors of your work space. Whether it is an office, restaurant, or studio, we will make sure it looks exactly like how you pictured it. As a trusted fit out company in Abu Dhabi, we specialize in creating innovative commercial interiors that combine functionality, comfort, and visual appeal to elevate every workspace. We are a recognized firm that solely focuses on designing unique, aesthetically pleasing, and most of all functional interiors that are incorporated by the authenticity of the traditional and the modern. We have everything you need and more for your workspace, including end-to-end interiors complete with decor, furniture, renovations, and modular solutions.

2. GENERAL INFORMATION

2.1. Purpose of this Document

This document defines the Project SOW and details within which Kyoto Technologies will provide. This document outlines the tasks and comprehensive plans for the “Email migration (from Go Daddy to M365)” for **MATTER MIND DECOR AND GENERAL MAINTENANCE - L.L.C.** This document ensures everyone involved understands the project’s scope and objective, facilitating effective communication and successful execution.

2.2. Governing Agreement

This Statement of Work or “SOW” is hereby deemed part of and governed by the Services Agreement between **MATTER MIND DECOR AND GENERAL MAINTENANCE - L.L.C** (also called “Customer”) and Kyoto Technologies.

2.3. Distribution List

This document is to be shared amongst the following people for review and approval purposes.

Last Name, First Name	Organization	Role
Mohammed Farrukh	Kyoto Technologies	Account Manager
Ashish Chandra	Kyoto Technologies	AGM
Sneha Pillai	Kyoto Technologies	Service Operations Executive
Akshay	MATTER MIND DECOR AND GENERAL MAINTENANCE - L.L.C	Managing Director

2.4. Engineers Assigned

Kindly note that: **Man days = Total Days x No .of People and Man Hours = Man days x 8**

Name	Organization	Role
Nithin TN	Kyoto Technologies LLC	Software Developer

3. CUSTOMER PROJECT INFORMATION

3.1. Project Summary

This document serves as a comprehensive guide outlining the key steps, prerequisites, and considerations for the successful implementation of the project “Email migration (from Go Daddy to M365)” for “MATTER MIND DECOR AND GENERAL MAINTENANCE - L.L.C”. It aims to establish robust security, protection and to ensure a clear understanding among deployment team members regarding the tasks and requirements associated with the project’s pre-implementation phase, facilitating effective collaboration, and streamlined execution.

Anything not addressed by this SOW is out-of-scope and not included in the services. Either party may submit a Change Request to the other party in accordance with this SOW.

SCOPE AND REQUIREMENTS

This document is concerned with the project “Email migration (from Go Daddy to M365)” for MATTER MIND DECOR AND GENERAL MAINTENANCE - L.L.C.

Overall Project Deliverables

The following describes items in scope and out of scope across the entire project with all its project components. Inclusions and Exclusions relevant to specific project components are listed in their respective project component descriptions.

OVERALL, SCOPE INCLUSIONS

For the overall project, the following items are within scope being delivered by Kyoto Technologies.

S.NO	Item Description	QTY
1	Microsoft 365 Business Standard for 1 month	40
2	Exchange online (plan 2) for 1 month	5
3	User Migration Bundle is a migration bundle that is assigned on per user basis and allows the customer to migrate mailboxes, documents and personal archives and remotely perform an outlook configuration for the user	20
4	Bit Titan Shared Document - 100 GB	2

ESTIMATED WORK PLAN

Serial NO:	Work Effort	WORK EFFORTS		RESPONSIBILITY	
	Deliverables	Man – Hours	Man Days	Total Days+ Contingency days	
	Email Migration				
A	Source Tenant Preparation (GoDaddy Office 365)	24	3	2+1	Kyoto Team
	Verified existing GoDaddy tenant and mailbox details.				
	Prepared list of users and mailbox sizes.				
	Enabled required permissions for MigrationWiz.				
B	Target Tenant Preparation (Microsoft Office 365)				
	Created user accounts in the new Microsoft 365 tenant.				
	Assigned licenses and verified mailbox creation.				
C	MigrationWiz Configuration				
	Created MigrationWiz project.				
	Configured source (GoDaddy O365) and destination (Microsoft O365).				
	Added all user mailboxes to migration list.				
D	Pre-Migration Sync	24	3	2+1	Kyoto Team
	Performed initial migration (pre-stage).				
	Verified mailbox sync status.				
E	Cutover & DNS Update				
	Updated domain DNS records to Microsoft Office 365 (MX, Autodiscover, SPF, CNAME).				
	Confirmed DNS propagation.				

F	Final Migration				
	Performed final delta sync to move remaining data.				
	Verified mailbox data and user access.				
G	Validation & Support				
	Tested incoming and outgoing email flow.				
	Ensured mailbox accessibility on Outlook and mobile.				
	Provided post-migration user support.				
	Onsite technical support for one day, if required , to assist with migration-related issues and user support.				
H	Sign off				
	TOTAL	24	3	3	Kyoto Team

SCOPE INCLUSIONS

For the overall project, the following items are within scope being delivered by Kyoto Technologies.

Item	General Deliverable
1	Kyoto Technologies will provide MATTER MIND DECOR AND GENERAL MAINTENANCE - L.L.C project specific documentation as seen by Kyoto Technologies based on Kyoto Technologies' best practices. The language this documentation will be provided in is English.
2	In case project stakeholders are located across multiple time zones, Kyoto Technologies will make best efforts to support all parties and make appropriate suggestions of when to commence work.

OVERALL, SCOPE EXCLUSIONS

For the overall project, the following items are outside of scope being delivered by Kyoto Technologies. There may be additional out-of-scope items within specific project sub-streams listed in the corresponding sub-chapters.

Item	Scope Exclusion
1	Kyoto Technologies will only provide the solutions and services detailed in this Statement of Work, all services outside the scope of this Statement of Work will require a change control process.
2	Any technical knowledge transfer sessions included are not suited to replace the Kyoto Technologies Administration and Certification.
3	Kyoto Technologies will not engage in any backup activity on Customer infrastructure prior Kyoto activity. It is within the Customer's sole responsibility to put in place any changes required within their systems.
4	In case Kyoto Technologies provides Customers with any scripts, tools, etc., it is the customer's responsibility to verify if they are fit for their purpose, if they can be used as is, or if any configuration or modifications are required, before making use of such tools. Furthermore, Kyoto Technologies is not responsible for enhancing, improving, or supporting any such scripts, etc.
5	Without the express approval of the consultants and their managers, no changes, cutovers, etc. will not be completed or shadowed by the consultants outside of their region's regular business hours, or on weekends or bank holidays of the consultant's region of residence. In the unlikely event of out-of-hours work to be completed, an additional cost will occur.
6	The documentation provided during this project will describe configurations pertaining to the Customer's Kyoto Technologies account. It is not intended for education on any technology, standards, or protocols.

- 7** Unless otherwise stated in a corresponding section of this document, any Technical Knowledge Transfer included in this project does not entail dedicated training sessions for administrators, SOC, helpdesk, or other operational teams.
Neither does the Technical Knowledge Transfer of Kyoto Technologies entail any end-user training. In case any end-user training is part of this project, the details will be laid out in the corresponding section of this Statement of Work.
- 8** Whilst Kyoto Technologies will advise on readily available materials for end-user education and enablement, and creation of new or customization of existing documentation tailored for end-users is not in the scope of this project unless stated otherwise in a corresponding section of this document.
- 9** Any tasks not explicitly mentioned in the scope inclusions.
Work outside the agreed project area or beyond the specified requirements.

4. GENERAL PROJECT SPECIFICATIONS

4.1. Assumptions and Responsibilities

Kyoto Technologies has made the following assumptions and identified the following Customer responsibilities in respect of the provisions of the services under this Statement of Work. The Customer is responsible for validating all assumptions and Customer responsibilities before signing this SOW. Any deviations from the assumptions and responsibilities outlined in this SOW may affect Kyoto Technologies' ability to successfully deliver the Project and could have cost implications. If deviations are required, they will need to be addressed as appropriate via a change request.

Item	General Assumption
1	During remote sessions, it is possible for Kyoto Technologies to shadow Customer staff, i.e., via remote sharing tools accessing all environments and systems belonging to MATTER MIND DECOR AND GENERAL MAINTENANCE - L.L.C that is pertinent to Kyoto Technologies, account for this Project.
2	"In the event of device malfunction, data loss, or compliance issues during or after the specified activities, we disclaim liability for any associated consequences."
3	All Kyoto Technologies tasks will be performed during the scheduled date and time. During local Kyoto Technologies Office hours. Hours outside of this will need an exception and approval from the customer.
4	Kyoto Technologies provides estimates during the Project planning phase based on previous experience.
5	The Project plan is subject to change until baselined and signed off by the Customer.
6	All the services outlined in this SOW will be performed either onsite or remotely, as applicable.
7	The customer must provide Kyoto Technologies access to the appropriate staff members, Site readiness, Access to Network Resources, existing AD farm, O365, file servers, storage and any other necessary structural for wall mounting as it relates to the Customer's environment. This Customer staff can communicate in the English language.
8	All joint sessions between MATTER MIND DECOR AND GENERAL MAINTENANCE - L.L.C and Kyoto Technologies will be in the English language.
9	Customers are required to make any changes to their own environment, which includes but is not limited to network and Firewall.
10	The customer is responsible for providing all hardware, software media, and software licenses unless stated otherwise in this SOW.
11	A review session with the Customer's System Admin will be required to discuss the Customer's existing solution that is being replaced.
12	Kyoto Technologies reserves the right to determine the format of the implementation plan. The plan typically is a document created in Project charter and may contain a tasks list, reference Knowledge Base links.

13	Kyoto Technologies reserves the right to adjust the cost of this engagement in the event the Customer wants to implement a Project Management process over and above Kyoto Technologies' standard process.
14	With any changes required in the current setup, which Kyoto Technologies is supposed to assist with or consult on, the information is provided in a readable and processible format.
15	MATTER MIND DECOR AND GENERAL MAINTENANCE - L.L.C is responsible for providing Kyoto Technologies with any information or data from their third-party vendors and providers which is required for the project.
16	Kyoto Technologies may request modifications within Customer's office 365 environment on behalf of the Customer.
17	MATTER MIND DECOR AND GENERAL MAINTENANCE - L.L.C is aware that the active project participation of MATTER MIND DECOR AND GENERAL MAINTENANCE - L.L.C and its partners (if any) is a prerequisite for the timely and successful progression of the project. MATTER MIND DECOR AND GENERAL MAINTENANCE - L.L.C , therefore, commits to the plans, timelines, work packages, and meetings agreed upon.
18	If the client delays the site when work is 80% completed, they are liable to pay the pending amount and provide signoff. Once the site is ready, we will complete any pending service.

5. PROJECT MANAGEMENT AND ADMINISTRATION

The following items detail the Project Management and Administration aspects of this Project:

- 1) This SOW must be executed by an authorized Customer representative prior to scheduling and execution of services described herein.
- 2) Customer will assign a member of its personnel who will be the main point of contact for scheduling any Customer resources, team meetings, and/or reviews ("Customer Project Lead"). Customer Project Lead will also be responsible for the collection of any requested data points or information relevant to this Project as requested by Kyoto Technologies.
- 3) Customer's Project Lead will identify the appropriate team members who are required to be part of the development and approval process for the stated Project deliverables.
- 4) Kyoto Technologies is not responsible for any delays caused by the Customer, Customer's contractors, or any of Customer's third-party vendors or third-party service providers, or delays that are otherwise outside the control of Kyoto Technologies. Any such delays may result in overall Project cost increases, delay of estimated delivery dates, and the re-assignment of the Kyoto Technologies Project resource(s) to other Kyoto Technologies projects. Kyoto Technologies may both resume the project later based on Kyoto Technologies' resource availability and assign an alternate Kyoto Technologies resource to resume the tasks defined in this SOW in the event of a delay as described herein.
- 5) If required, Kyoto Technologies will create Project deliverables using Smartsheet.
- 6) Where applicable, Kyoto Technologies will produce "final" document versions in standard PDF format.

6. ACCEPTANCE AND REMEDIES

Any deliverables provided under this SOW will meet the requirements stated herein as well as any additional acceptance criteria agreed to in writing by the parties ("**Acceptance Criteria**"). The customer will review/test the delivery as per the agreed baselined Project plan. If the deliveries meet the Acceptance Criteria, the Customer will provide confirmation to that effect. If not, the Customer will notify Kyoto Technologies of the unaccepted deliverable with a detailed explanation, promptly following completion of its review/testing. The customer will not unreasonably withhold or delay acceptance. Kyoto Technologies will assist in the resolution of the unaccepted deliverable in a timely manner.

Where there is no agreed baselined Project plan, or services are provided on a time and materials basis, then Customer's acceptance will be deemed to have occurred on delivery of the applicable service or deliverable.

7. DELIVERY OF SERVICES

All services will be performed either remotely using either Kyoto Technologies or Customer provided Web sharing technologies or onsite as agreed as part of the Project. Kyoto Technologies currently uses Quick Assist as the primary solution for remote meetings.

All delivery of services and timings are subject to Project planning as part of the kick-off process and are subject to change as the Project progresses.

8. SIGNOFF CRITERIA

If the client delays the site when work is 80% completed, they are liable to pay the pending amount and provide sign off.

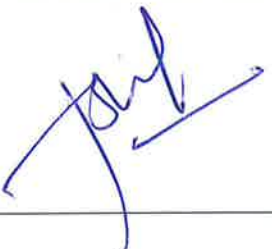
Once the site is ready, we will complete any pending service

9. GENERAL INFORMATION

If any changes are required to the scope of the work described herein which significantly affect the deliverables, time frames, and resource requirements, will result in the need for an amended Statement of Work and agreement on the additional cost by Customer and Kyoto Technologies.

APPROVAL SIGNATURES

Both parties approve and accept the details as defined in this Statement of Work.

PROJECT ACCEPTANCE FROM BOTH SIDES			
Account Manager	GM	CEO	Client
Mr. Mohammed Farrukh	Mr. Ashish Chandra	Mr. Pankaj Singh	Mr. Akshay
			

SCOPE OF WORK DOCUMENT

PO Box: 126255

T: +97142268063

E: support@kyoto-tech.com

W: www.kyoto-tech.com