



Bizagi Corp.
3945 Freedom Circle
Suite 860
Santa Clara, CA 95054

December 21, 2019

Alexandra Castillo, Executive Director, Informatics and Analytics
Center for Informatics and Analytics
University of Mississippi Medical Center
2500 N. State Street
Jackson, MS 39216

Dear Mrs. Castillo,

Bizagi Corp. is pleased to continue support of the University of Mississippi Medical Center's (UMMC) mission to provide the best care. The Bizagi Platform provides the unique capability to automate processes in the Center for Informatics and Analytics (CIA) group. UMMC and Bizagi will be renewing the Annual Software Maintenance for each of the 50 License which provides: new product versions to keep Bizagi up-to-date, service packs, and basic technical support (No SLAs), for the first year, per the effective date outlined in the Agreement. UMMC and Bizagi will also be agreeing to a full year of Premium Bronze Support which will allow for defined service level agreements and response to any concerns with the platform.

The current processes within the CIA group, in their current state, are labor intensive and do not provide visibility to the organization and so are inherently difficult to manage. With the use of Bizagi's platform, UMMC has instituted a program to automate all the processes within the CIA group and deliver efficiency, capability and visibility. This program will take multiple years to accomplish and will be rolled out systematically with internal approvals, training and quality.

Bizagi Corp. is uniquely qualified to offer the services mentioned above as we are the sole manufacturer for the platform and only organization that has the capability to offer the Maintenance and Support Services. We appreciate UMMC as a customer and look forward to earning UMMC's trust and business each year.

Thank you for allowing Bizagi to be of service.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their respective duly authorised representatives.

Bizagi Corp

Signature:



Name: Marcel Manser

Title: Vice-President

Date: 21/12/2018