

Manzama Product Terms:

The following additional product terms apply when the Client purchases access to the Diligent Service identified as Manzama (and any references to "Diligent Service" on this page shall be understood to refer only to such Diligent Service):

1. The definition of "Users", for purposes of the Diligent Service purchased under this Order Form, shall be Client personnel that Client elects to provide access to the Diligent Service. Individuals that are not Client personnel may not be "Users" for purposes of the Diligent Service purchased under this Order Form. Client is responsible and liable for use of the Diligent Service by its Users and all consequences of such use. Client may specify certain Users as "Administrators." Administrators have the ability to provision, monitor, restrict, or terminate Users' access to the Diligent Service. Customer is responsible for: (i) maintaining the confidentiality of passwords and Administrator accounts; (ii) managing access to Administrator accounts; and (iii) ensuring that Administrators' use of the Diligent Service complies with this Agreement.
2. Upon termination of this Order Form, Client shall cease using all data obtained through the Content Services, except for analyses, reports and other work product created by Client for Client's internal business purposes which contain data from the Content Services.
3. Client's rights granted under the Agreement include the right to use the Diligent Service purchased under the Order Form for the benefit of Client customers by sharing content via the Publish feature and RSS feeds based on saved searches. If the Client has purchased access to Diligent API or Third-Party Services, the Client has additional permissions as specified in the Order Form. Terms and conditions governing the use of Third-Party Services may apply in accordance with the Agreement.
4. Appendix 1 reflects the Specifications for the Diligent Service identified as Manzama.

Appendix 1

Manzama is a current awareness and market intelligence solution which mines approximately 80,000 global sources in the public domain and delivers personalized information to users and teams across organizations. Additionally, Manzama enables firms to manage subscription sources, and to add their own proprietary and subscription content into the mix of what is included in the personalized information for each user or team. Manzama then allows for the consumption of this information through the application, within internal systems at the firm via integration (CRM, Portal) or via email alerts and publications providing touch points for both clients and prospects and promoting thought leadership.

Manzama Base allows for personalized and customized information across the organization at scale for both individual users and teams. It also enables firms to be more proactive in terms of reach out to clients and prospects from a business development standpoint by helping them to understand material events which have transpired around companies, industry sectors, and topics. Manzama Base includes a robust publishing platform within its application which enables firms to create customized publications including curated news and other content to share both inside of the firm with colleagues, and also outside of the firm with clients and prospects promoting client development and thought leadership opportunities. Aside from the passive current awareness opportunities that the Manzama system provides, it also represents an excellent resource for active research on companies, industry sectors, competitors, and just about any topic.

The Manzama platform can be set up and configured to be used by the licensed number of users in any department or team across the firm which can benefit from better information. Possible uses of the Manzama solution include client research, responses to tenders and RFPs, competitive intelligence, synthesis of information for practice groups and client teams, automation of publications and alerts both inside and outside of the firm, industry intelligence, support for marketing and BD efforts, and the generation of content for websites and micro-sites.

Manzama can be a very useful tool for sharing information with clients and prospects. Examples of this include:

- Lawyers forwarding along stories to clients and prospects.
- Lawyers using Manzama's easy to use integration with LinkedIn and Twitter to share and comment on stories from a thought leadership perspective.
- Administrators and Information Professionals at the firm can leverage Manzama to create curated and firm branded publications which they can then share with clients and prospects.
- Manzama can be used as a content engine to populate websites and microsites which clients and prospects can then engage with.

Manzama offers the ability for the client to create an RSS feed from any search in its system which then can be ported over to most other internal systems at the firm free of charge. For a small additional annual charge, clients can leverage Manzama's API or iFrame integrations to bring even more value from the Manzama system over to other internal systems at the firm.

Diligent offers its clients unlimited email and phone support during all normal working hours in the United Kingdom and in the United States for all time zones. It also includes a comprehensive rollout package which includes:

- Implementation and rollout plan which includes the objectives and timelines of the client and sets milestones and goals for both Diligent and Client to ensure success and the achievement of goals.
- Periodic check in calls.
- Ongoing training and support

Manzama client support is available during all normal working hours except for universally recognized holidays in both the US and the UK when the respective offices are closed.