

EXHIBIT A

CYCLE SUCCESS PLAN

Purpose & Scope

The Cycle Success Plan describes Cycle Labs' standard customer success practices and support offerings designed to best position customers to realize value from the Cycle Test Automation Platform.

Engagements described herein are provided in accordance with an applicable Order Form, Statement of Work (if any), and the Master Services Agreement.

Expertise

Customer Success Manager (CSM)

A dedicated Customer Success Manager will be assigned to your account to help ensure your success with the Cycle Test Automation Platform. The CSM provides proactive support through regular check-ins and ongoing communication, working closely with your team to drive outcomes aligned with your goals. Achievement of success outcomes depends on active customer participation and adherence to recommended practices.

Success Path & Reviews

The CSM and Cycle Labs team will collaborate with you to define success criteria and build a strategic plan to achieve your objectives. This success path will be reviewed regularly to ensure continued progress, remove any blockers, and uncover new opportunities for expanding your use of Cycle as existing goals are met.

Best Practices & Guidance

Cycle Labs will share proven best practices based on years of successful customer engagements. Guidance is available in areas including:

- Functional testing
- Performance testing
- Continuous testing
- Test suite scope development
- Test writing and maintenance
- Test data management
- Behavior-driven automation
- Test specifications, and more.

Monthly & Quarterly Engagements

Monthly check-ins and Quarterly Business Reviews may be conducted based on the applicable support plan and mutual availability. These sessions are intended to support alignment, feedback exchange, and planning, and do not guarantee specific outcomes.

Professional Services & Scope Boundaries

Certain enablement, coaching, training, implementation, or consulting engagements described in this plan may require a separate Cycle Delivery Block (Statement of Work) and are not included unless expressly identified in an applicable Order Form.

Monthly Check-Ins

We believe regular two-way communication is essential to maximize the value of Cycle. Monthly 30-minute check-ins with your CSM provide an opportunity to:

- Review progress
- Address questions and challenges
- Schedule follow-up enablement sessions
- Share product updates and roadmap insights
- Capture and act on your feedback

Quarterly Business Reviews (QBRs)

QBRs offer a strategic touchpoint to assess overall success, measure ROI, and align on future initiatives with the Cycle Labs team.

Enablement

Installation & Setup Support

Cycle Labs may provide advisory assistance related to installation and setup of Cycle tools. Hands-on implementation assistance, extended troubleshooting, or environment-specific configuration may require a professional services engagement.

Our team can be made available, upon request and subject to availability, to support installation and setup of all Cycle tools, including:

- Cycle Automation Platform
- Cycle Testing VS Code Extension
- Cycle Chrome Recorder
- Test Libraries

Security and network policies can often present installation challenges. Cycle Labs may engage with your IT, network, and infosec teams as needed to help ensure a smooth setup process.

Expert Coaching Sessions

Cycle Labs engineers bring deep expertise in implementing test automation solutions with Cycle. Coaching sessions provide targeted enablement to help your team:

- Interact with various system interfaces (e.g., web, terminal, desktop, APIs)
- Apply best practices for automated test authoring
- Build scalable, maintainable test suites

Code Reviews

To ensure high-quality and maintainable test projects, Cycle Labs offers code reviews upon request. Our team will evaluate your test repositories and provide recommendations for:

- Framework structure
- Coding conventions
- File naming standards
- Opportunities for scalability and maintainability improvements

Instructor-Led Training

Cycle Labs offers a structured instructor-led course—the Cycle Developer Program. This program includes:

- Live, interactive workshops with experienced engineers
- Hands-on supplement to our on-demand Cycle University e-learning platform

Instructor-led training programs are offered periodically and are scheduled in coordination with customer availability. Training structure, duration, and participation requirements may vary and are finalized prior to delivery.

This training course is typically conducted over a 3 week period with an approximate participant commitment of 5.5 to 7 hours per week. There is an optional 4th week for system-specific training. We work with your team to schedule training based on your needs and availability.

Technical Health

Technical reviews and architecture consultations may be provided upon request and subject to support tier, availability, and applicable services agreements. Recommendations are advisory in nature.

Annual Cycle Project Review

Cycle Labs may conduct an annual review of Cycle projects, upon request and subject to the applicable support plan or services agreement, to:

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- Ensure alignment with best practices
- Identify efficiency opportunities
- Recommend new features or functionalities that may improve test quality or reduce burden of maintenance

Test Architecture Consultations

We provide expert guidance on test infrastructure and architecture aligned with your automation goals. Consultation topics include:

- Device provisioning for test execution
- Development and execution workflows
- Source code management using code repositories
- Integration with test management, issue tracking, and alerting tools

Continuous Testing Consultations

Our Cloud Engineering team provides guidance and best practices to support integration of Cycle with your CI/CD pipelines. We have extensive experience deploying Cycle across platforms such as:

- Jenkins
- Azure DevOps

- AWS CodePipeline
- Bitbucket
- GitHub Actions
- GitLab

We'll work with your engineering team to build a robust and scalable continuous testing workflow tailored to your environment.

Enterprise Support

Support response targets apply only to issues classified according to Cycle Labs' Support Policy. Response time refers to initial acknowledgment and engagement and does not represent a guaranteed resolution time. Availability and response targets may vary by support tier.

24/7 Priority Coverage

The Cycle Labs Help Desk is monitored 24/7, ensuring that our experts are available to assist teams regardless of location or time zone.

1-Hour Critical Response Time

Critical issues that result in the inoperability of Cycle are prioritized and escalated immediately. Our team will respond within 1 hour to begin resolution. Response time refers to initial engagement, not necessarily resolution.

Product Engineering Support

Our engineering team is available to provide advanced technical support for issues requiring deeper platform knowledge or troubleshooting expertise.

Product Management Engagement

Access to our product management team to discuss the current product roadmap and provide functionality or enhancement suggestions to help your team realize more value from the Cycle Platform.

Access to product roadmap discussions is provided for planning and informational purposes only and does not constitute a commitment to deliver specific features or functionality within any timeframe