Maestro order form and pilot proposal

Order form and pilot proposal · Draft · 27 November 2026

Two templates to copy per customer. [●] items are filled in each time.

Order form

Based on the Isabella Worsley order form (PSL-OF-002). Reference PSL-OF-[●] | Date: [●]

This Order Form is entered into under, and incorporates, the Maestro Terms of Service version 1.1 (November 2026) (the Terms), a copy of which the Customer confirms it has received. Together, this Order Form and the Terms form the Agreement. Capitalised words have the meanings given in the Terms. If this Order Form conflicts with the Terms, this Order Form prevails (clause 1.2.7).

1. Parties

Supplier	Promethean Systems Ltd, registered in England and Wales (company number 16774853), registered office 4 Haliburton Road, Twickenham, TW1 1PF
Customer	[NAME], registered in [●] (company number [●]), registered office [●]

2. What the Customer receives

Subscription plan	[Maestro for Business (small teams)] / [Maestro Core] / [Enterprise Bundle: Core, Business and Companion] / [Sovereign Stack on the Customer's own servers, from July 2027]
Included	[The platform; voice mini-agents with avatar; connectivity modules; a private knowledge base; a secure dataroom with [100] GB of storage]
Development Features (clause 3.8)	[Voice mini-agents (avatar); connectivity modules], provided as is
Authorised Users	Up to [●] named users
Usage limits	Dataroom storage of [100] GB; no cap on AI or avatar voice use, subject to fair use (Schedule 2, paragraph 3)
Hosting	Data stored in the EU (AWS Stockholm); subprocessors as in Schedule 4
Permitted purpose	The Customer's internal business purposes
Territory	[United Kingdom]

3. Timeline

1. Requirements gathering	From the date of this Order Form until the Requirements Specification is agreed in writing, up to 30 days. Free of charge (clauses 3.10 and 8.8). Weekly calls between the two Requirements Leads
2. Free trial	[One month] from the end of requirements gathering. Free of charge. Reminder at least 7 days before it ends; the Customer may cancel before then at no cost (clause 8.9)
3. Subscription	Starts the day after the free trial ends, minimum term [3] months, then month to month (clauses 16.1 and 16.2)

4. Charges

Subscription Charges	£[●] per month plus VAT. List prices: Maestro for Business £150 a user a month, minimum 3 users; Maestro Core £1,875 a month; Enterprise Bundle £3,333 a month; Sovereign Stack from about £14,600 a month, billed annually in advance
Invoicing and payment	[Monthly] in advance from the first day of the subscription; payable within 30 days
Requirements gathering and onboarding	Included
Customer-specific development	£[●] per day, quoted and agreed in writing first (clauses 3.9 and 18)
During the free periods	Nothing is payable

5. Right to cancel

The Customer may cancel before the end of the free trial at no cost (clause 8.9). After the minimum term, the Customer may cancel at any time by giving 30 days' written notice (email is sufficient), with no cancellation fee (clause 16.4). The Supplier gives 30 days' notice of non-renewal or of any price increase (clauses 8.7 and 16.2).

6. Optional enterprise terms (delete if not used)

[Enterprise DPA, prevailing over Schedule 4] · [Enterprise SLA, replacing Schedule 3] · [DORA and UK outsourcing addendum; the Customer confirms whether Maestro supports a critical or important function: Yes / No]

7. Contacts and notices

Supplier notices	info@promethean-systems.com, for the attention of Federico Nordenstahl, CEO, 4 Haliburton Road, Twickenham, TW1 1PF
Customer notices	[NAME, ROLE, POSTAL ADDRESS, EMAIL]
Account managers	Supplier: Federico Nordenstahl, federico@promethean-systems.com; Customer: [●]
Requirements Leads	Supplier: [●]; Customer: [●]
Support	info@promethean-systems.com, during Normal Business Hours
Customer billing contact	[NAME, EMAIL]

8. Special terms

[None]

9. Signatures

By signing, each party agrees to this Order Form and the Terms.

For Promethean Systems Ltd: _____ Federico Nordenstahl, Director, date _____ Gianluca Orsini, Director, date

For [CUSTOMER]: _____ Name, title, date

Pilot proposal

Maestro pilot for [Customer]: [team, e.g. Compliance]

A two-week pilot to show whether Maestro saves your [compliance] team time on [named task] while keeping your data inside a private instance. It runs under the Maestro Trial Terms v1.2, in our separate trial environment, with your agreement on what data goes in.

Scope

- Users: [3–5] people from [team], plus one IT or security contact.

- Use cases: [e.g. answer policy questions from your rulebook with sources; draft a first-line review of a supplier contract; summarise regulatory updates for the weekly meeting].
- Data: [non-sensitive or anonymised documents only, e.g. public regulations and internal policies]. No client personal data during the pilot.
- Features: knowledge base, chat, [workflows with approval], [voice and video call].

Success criteria (agreed before we start)

Measure	Target	How we check
Time saved on [task]	[30]% less time than today	Before and after timing on [5] real examples
Answer quality	[8] out of 10 answers rated usable by the team, with correct sources	Team scores each answer
Adoption	[4] of [5] users active in week 2	Usage log
Security sign-off	IT or security contact has no open blocking questions	Due-diligence pack reviewed

Timeline

When	What
Day 0	Kick-off call; success criteria and data agreed; accounts set up
Days 1–3	Documents loaded; first use cases running; [30]-minute training
Day 7	Check-in: what works, what to adjust
Day 14	Review against the success criteria; decision meeting

After the pilot. If the criteria are met, we move to a contract on the order form, in your own private instance, and delete the trial data within [30] days or carry it over at your request. If they are not met, we delete all trial data and send written confirmation.

Cost. [Free] / [£●, credited against the first year if you continue].

Contacts. [Customer sponsor]; Federico Nordenstahl, CEO, and Gianluca Orsini, CTO, Promethean Systems Ltd.