

Topics



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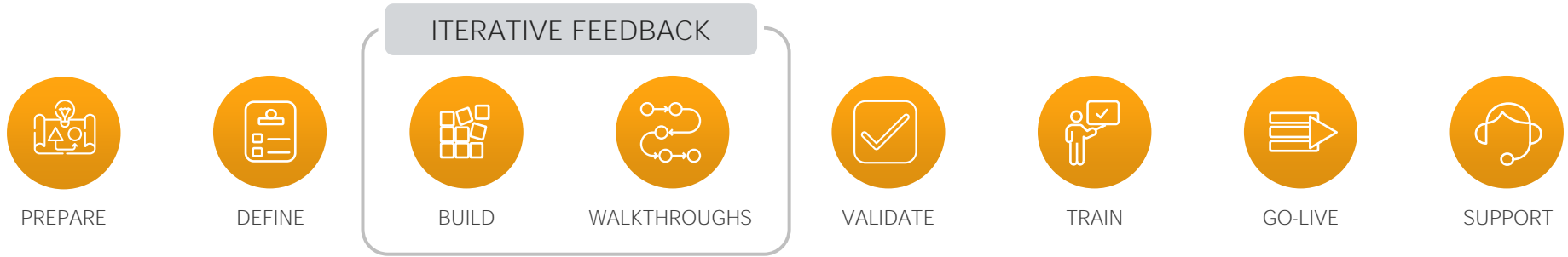




Implementation Approach

Methodology

A Methodology of Success, Refined by Experience



Project Management and Governance

PREPARE	Preparation for project kickoff, planning workshops, establishing milestones and project governance
DEFINE	Execution of requirement workshops to uncover and document as-is and to-be business functionality
BUILD	Configuration of the system set up per documented requirements with regular walkthrough sessions to gather user feedback
VALIDATE	Planning and execution of end-to-end testing
TRAIN	Training of application functionality to end users and knowledge transfer of admin functions to power users
GO LIVE	Migration of the application, data and new business procedures into Production environment and ready for user login
SUPPORT	Provision of Hypercare support after go-live, hand over of system functions to the power user(s), and transition to the Vistex Help Desk



Key Activities



Key Activities by Project Phase



PREPARE

- Identify key project milestones and checkpoints by phase
- Collaborate for project kickoff activities
- Socialize planning activities required on the Customer end
- Finalize workshop schedule and participants
- Define project governance



DEFINE

- Kick off project
- Document As-Is process in legacy environment including current pain points and must-have functionality for new solution
- Document the business objectives, success criteria, To-Be process flow and functionality for the GTMS environment
- Carry out fit-gap analysis with original scope to determine changes
- Define custom developments (i.e. Enhancements, Reports, Statements)
- Define system interfaces, integration methods, and frequency of data transfer
- Start discussions on data migration
- Define the project plan
- Determine change in budget and timeline due to any new scope
- Sign off on requirements (Customer responsibility)

Key Activities by Project Phase



BUILD

- Build the solution based on documented requirements
- Build system interfaces on both sides
- Carry out custom developments (i.e. Enhancements, Reports, Statements)
- Provide sample data for testing (Customer responsibility)
- Carry out Unit Testing
- Conduct regular system walkthroughs and incorporate Customer feedback into solution, as needed
- Define and build security roles, access and authorization
- Define and build batch job sequencing and automation
- Discuss data migration strategy and schedule
- Provide test scenarios (Customer responsibility)
- Prepare test scripts for Customer provided test scenarios
- Prepare data for end-to-end testing and data migration (Customer responsibility)
- Prepare for end user training
- Finalize Stage cutover plan

Key Activities by Project Phase



VALIDATE

- Conduct end-to-end testing including data interfaces (Customer responsibility)
- Conduct data migration testing (Customer responsibility)
- Conduct knowledge transfer of admin functions to power user(s). This is not formal training.
- Conduct knowledge transfer of system functionality to testers. This is not formal training.
- Schedule and conduct testing status meetings
- Finalize end user training materials (Customer responsibility unless Vistex is engaged for end user training)
- Finalize Production cutover plan



TRAINING

- Conduct end user training (Customer responsibility unless Vistex is engaged for end user training)

Key Activities by Project Phase



CUTOVER & GO-LIVE

- Execute cutover plan
- Move application to Production
- Create users with appropriate security roles, access, and authorization
- Complete data migration for master data and transactions (Customer responsibility)
- Establish Production support process



GO-LIVE SUPPORT & HANDOVER

- Carry out defect resolution during Hypercare for product and implementation issues
- Provide support for user queries and how-to questions
- Designate power user(s) on Customer side to take over administrative functions and be first point of contact for users
- Transition to Vistex Help Desk and Customer Success



Deliverables



Deliverables

PHASE	VISTEX DELIVERABLE	CUSTOMER DELIVERABLE
Prepare	<ul style="list-style-type: none"> Project kick off deck Workshop Schedule 	<ul style="list-style-type: none"> As-is process flows/documentation
Define	<ul style="list-style-type: none"> To-be requirements document 	<ul style="list-style-type: none"> Project Plan Reports, Statements and Data Extracts Layouts
Build	<ul style="list-style-type: none"> System configuration based on documented requirements Custom enhancements System interface templates Iterative walkthroughs (number of walkthroughs is dependent on scope and timelines) Test scripts (based on Customer provided business scenarios) 	<ul style="list-style-type: none"> Business test scenarios Data migration planning, cleansing, and build System Interfaces on Customer side Sample data for testing End-to-end testing schedule
Validate	<ul style="list-style-type: none"> Defect resolution 	<ul style="list-style-type: none"> End-to-end testing Data migration testing
Train	<ul style="list-style-type: none"> End User training and job aids (only if Vistex is engaged for end user training) 	
Cut-Over	<ul style="list-style-type: none"> Cut-over checklist Application move to Production 	<ul style="list-style-type: none"> Data migration
Go-Live Support	<ul style="list-style-type: none"> Defect resolution 	



Deliverable Assumptions

- Vistex and Customer are responsible for their respective deliverables with due dates as per the project plan to keep the project with timeline and budget.
- Customer must either accept or reject Vistex deliverables within five **(5)** business days of each being submitted to the Customer. Any delay in this activity will lead to a change in the timeline and therefore the budget of the project.



Vistex Roles & Responsibilities



Vistex Roles & Responsibilities

VISTEX TEAM	RESPONSIBILITIES
PROJECT MANAGER	<ul style="list-style-type: none">Coordinate project kick off activitiesInitiate system hardware set up activitiesSupport Customer project manager with project planning, governance, and trackingManage timeline and budgetCoordinate resources, follow up activities, and deliverables on the Vistex sideIdentify potential risks and provide mitigation plansFacilitate cutover to Stage and Production environmentsTransition to Vistex Help Desk and Customer Success
FRONT OFFICE	<ul style="list-style-type: none">Primary point of contact for the CustomerConduct as-is and to-be workshop sessionsCarry out fit gap analysis with original project scopeDesign of solution based on documented requirementsDefine custom developments (i.e. Enhancements, Reports, Statements)Define system interfaces, integration methods, and frequency of data transferCarry out iterative walkthroughs during system build and incorporate Customer feedbackSupport Customer with data migration planningSupport end-to-end testing and knowledge transfer to end users and power user(s)Responsible for cut-over and go-liveProvide Hypercare support

Vistex Roles & Responsibilities

VISTEX TEAM	RESPONSIBILITIES
BACK OFFICE	<ul style="list-style-type: none">▪ Build the solution based on documented requirements▪ Build system interfaces on Vistex side▪ Carry out custom developments (i.e. Enhancements, Reports, Statements)▪ Carry out Unit Testing▪ Write test scripts based on test scenarios provided by Customer▪ Support end-to-end testing and data migration testing▪ Support cutover and go-live▪ Provide Hypercare support
TRAINER (only if Vistex is engaged for end user training)	<ul style="list-style-type: none">▪ Develop training plan▪ Develop training user guides and job aids▪ Provide Vistex training and recordings to Customer



Customer Roles & Responsibilities



Customer Roles & Responsibilities

CUSTOMER TEAM	RESPONSIBILITIES
PROJECT SPONSOR	<ul style="list-style-type: none">▪ Maintains the final authority to set priorities, approve scope, and resolve company-wide issues
STEERING COMMITTEE MEMBER	<ul style="list-style-type: none">▪ Commit the required client resources to the project▪ Monitor the progress and mitigate the delays on the project▪ Make timely decisions on escalation issues that impact timeline and budget
PROJECT MANAGER	<ul style="list-style-type: none">▪ Project planning, project governance, and tracking with support from Vistex project manager▪ Responsible for scheduling status meetings along with preparing and presenting during status report▪ Responsible for scheduling all project meetings along with proposed agenda▪ Responsible for maintaining the project plan with inputs from Vistex project manager▪ Responsible for maintaining project action log and follow up on the project action log▪ Assign the test lead and prepare for end-to-end testing▪ Responsible for data migration strategy and schedule▪ Coordinate resources, follow up activities and deliverables on the Customer side▪ Provide deliverable feedback and secure sign-offs to Vistex within 5 days▪ Facilitate issue resolution, decision making and risk mitigation amongst Customer team▪ Maintain Customer project management tools, project folders and documentation▪ Complete any compliance reporting required on the Customer side▪ Facilitate action items with any 3rd parties on the Customer side▪ Responsible for setting up and preparing materials for Steering committee meeting▪ Change management and training facilitation

Customer Roles & Responsibilities

CUSTOMER TEAM	RESPONSIBILITIES
BUSINESS SME(s)	<ul style="list-style-type: none">■ Act as a single point of contact for providing As-is and To-be business requirements by business function as per timeline■ Validate new system functionality via walkthroughs and provide timely system feedback■ Sign off the To-be requirements■ Provide business test scenarios that cover the requirements to be tested■ Responsible for all user activities during testing and production cutover such as uploading or entering:<ul style="list-style-type: none">■ field values■ master data■ transaction data■ product or customer groupings/hierarchies■ creating or loading contracts■ Responsible for validating data migration activity■ Conduct end-to-end testing including mapping of requirements against test scenarios■ Responsible for end user training if Vistex is not engaged for training
IT ANALYST(s)	<ul style="list-style-type: none">■ Responsible for all system interface development on the Customer side■ Provide cleansed, harmonized data for data integration and migration during testing and production cutover■ Responsible for all data loads during the end-to-end testing and data migration testing<ul style="list-style-type: none">■ field values■ master data■ transaction data■ Interact with business to resolve functional or technical issues on the Customer side■ Support end-to-end testing especially around data and integration

Customer Roles & Responsibilities

CUSTOMER TEAM	RESPONSIBILITIES
TEST LEAD	<ul style="list-style-type: none">▪ Responsible for detailed testing schedule, monitoring test execution and coordinating status calls▪ Provide business scenarios to Vistex as inputs to test scripts▪ Review and update test scripts provided by Vistex to the business needs▪ Works with Vistex project manager to prioritize issues▪ Responsible for obtaining testing sign-off from the Customer side
POWER USER(s)	<ul style="list-style-type: none">▪ Responsible for triaging all issues after go-live, before opening a ticket with the Vistex Help Desk▪ Troubleshoot data related issues and interface issues on the Customer side▪ Monitor Customer APIs/batch jobs to determine any failures or errors and take required actions▪ Monitor error files on Customer side related to data transfers and take required action▪ User Management including security and authorization



Standard Testing Protocol



Standard Testing Protocol

Customer develops and finalizes test scenarios

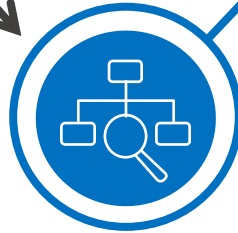
Vistex writes test scripts

Testing is conducted

Customer Sign-off



Test strategy is developed and approved



Customer provides resources for testing (at least 4 hours per day)



Detailed test results per test run are provided





Testing Definitions

- **End to End Solution Testing** - Business users test the End-to-End functionality of the GTMS application for all user activities. Example, creation of agreements, calculation tracking and approvals. This involves unique test scenarios as assembled by the business.
- **Data Interface Testing** - Customer IT team tests the ongoing ingestion and output of data into and from the GTMS system based on the agreed format and integration method (Web Services or Files).
- **Data Migration Testing** - IT team tests the one-time data conversion into the GTMS system using agreed formats and methods. Templates for one-time migration and ongoing interfaces are the same.

Testing involves unique test scenarios with a subset of data and not the entire Production data set. The scenarios and data are provided by the Customer.



Project Assumptions

Project Assumptions

PHASE	ASSUMPTION
PROJECT MANAGEMENT	<ul style="list-style-type: none">▪ The Customer project manager will be responsible for maintaining the project plan and scheduling all required project meetings with support from Vistex project manager▪ Any project pauses will require a 4-week notice.▪ Vistex project resources will be dedicated for the duration of the project. If the resources must be put on hold for more than five (5) business days without any billable activity, then they will be released from the project.▪ Customer should have online conference accounts for virtual status and project team meetings such as Microsoft Teams, Zoom or WebEx▪ Customer will have an online content repository (e.g. Sharepoint, Confluence, etc.) to store Customer and GTMS documentation and made accessible to the Vistex team.
BUILD	<ul style="list-style-type: none">▪ UI will be the default GTMS UI and will not include any custom theming except for Customer logo▪ Data migration and ongoing data transfer will be carried out using the same pre-defined data templates provided by the Vistex team. No separate templates will be created for migration.▪ If the data transfer/data migration templates are different from the Vistex default templates and require custom development, then this will be additional scope.▪ The standard delivery for Vistex's SFTP does not include any special services such as encryption/decryption, digital signature or file compression. These services can be delivered at an additional cost.

Project Assumptions

PHASE	PROTOCOL
VALIDATE	<ul style="list-style-type: none">▪ No new requirements will be accepted once the system is handed over for end-to-end testing. Requirements must be signed off during the Define Phase.▪ End-to-end testing is carried out with a sample set of data (3 months data) and not entire data set that will be present during go-live. If End-to-End testing must be done with Production-like data volume, then another environment will be provisioned at an additional cost.▪ The data in Stage environment will not be wiped out during or in-between any testing phases. If this is required, then this will impact the timeline and costs.▪ The Customer is responsible for all user activities during testing and production cutover such as uploading or entering:<ul style="list-style-type: none">▪ field values▪ master data▪ product or customer groupings▪ contracts▪ transaction data▪ If Vistex team is expected to do these activities, then additional effort will have to be estimated.
TRAIN	<ul style="list-style-type: none">▪ Once the system goes live and training documentation is handed over, updates to the training documentation will be Customer responsibility unless Customer has an active Managed Services contract with Vistex.

Project Methodology Protocols

CUSTOMER TEAM	RESPONSIBILITIES
CUTOVER AND GO-LIVE	<ul style="list-style-type: none">▪ Data migration during cutover involves bringing in master data and historical transactions as specified in the SOW.▪ Data migration for the transactions involves bringing in data for the period specified in the SOW. The period is the number of months before the go-live date. Loading transaction data for any additional periods will increase cutover time and will have an impact on the timeline and budget.▪ Cutover does not involve the following activities. These may occur during or after Hypercare:<ul style="list-style-type: none">▪ Creating any master data hierarchies, flexible group, or agreements▪ Carrying out any calculations▪ Creating any accrual or payment documents▪ Sending any outbound information from the GTMS system
VISTEX HELP DESK	<ul style="list-style-type: none">▪ After Hypercare support, only product and implementation bugs will be addressed by the Vistex Help Desk. All other additional service needs should be covered via a Vistex Managed Services contract. Details on options are available upon request.▪ Customer is expected to have power user(s) who triages tickets before they are opened with the Vistex Help Desk▪ Any requirements that surface after go-live which were not part of the signed off test scenarios or documented requirements will be considered a new requirement and will need a separate SOW.



Project Change Control



Project Change Control

GTMS implementations will be **fixed fee for a fixed scope and timeline** as stated in the SOW. Any deviation in scope or timeline will result in a change request. Common triggers for change requests are listed below by phase. Changes to the scope, timeline and/or level of effort must be agreed to by both parties in writing by amending the SOW using a Change Request document.

PHASE	REASONS FOR CHANGE CONTROL
DEFINE	<ul style="list-style-type: none"> ▪ Delays or additional time requested for any business decisions ▪ Customer team is unavailable for workshops as per schedule ▪ Customer team is not prepared to discuss As-is and To-Be functionality ▪ Customer follow-up action items/decisions are not completed by due dates ▪ Business requirements are not signed off by the due date ▪ New scope uncovered as a part of the definition phase that is not in the original SOW
BUILD	<ul style="list-style-type: none"> ▪ New scope uncovered as a part of the Build Phase ▪ Delays in providing sample data for interface unit testing ▪ Test Scenarios are not provided by the business by the due date ▪ Customer team resources unavailable for build or design decisions on Customer side ▪ Customer build deliverables are delayed
VALIDATE	<ul style="list-style-type: none"> ▪ Customer team is unavailable for the required hours for end-to-end testing. Expectation is at least 4 hours a day during Validate phase. ▪ Additional time requested for testing due to increased testing scope ▪ Clean, harmonized data is not received by the due date from the Customer for end-to-end testing and data migration testing ▪ Changes to training documentation due to other Change Requests
CUTOVER AND GO-LIVE	<ul style="list-style-type: none"> ▪ Customer team is unavailable for cutover ▪ Customer is unable to complete data migration as per project plan ▪ Impact to project schedule due to business activities (e.g. month end)



Environments Provisioned





Environments Provisioned

- The Subscription fee includes provision of 3 environments:
 - Development
 - Stage
 - Production
- Development and Stage environments will be sized to store only up to one quarter's (three months) worth of data and will have significantly less system resources compared to Production.
- If an additional environment is required to house the same data as Production, then this can be provided for an additional annual fee. This will include 2 data refreshes from Production to the new environment. Any additional data refreshes will have an additional fee.