

What's Included in Implementation Services, at a Glance

| | Advise | Consult | Deliver |
|---|--------|---------|---------|
| Named 1-1 Implementation manager | ✓ | ✓ | ✓ |
| Implementation Project Plan | ✓ | ✓ | ✓ |
| Advisement on a total of up to 5 Tools per X number of Products | 2 | 3 | 5 |
| Review of client-generated SOPs | ✓ | ✓ | ✓ |
| Strategic planning for rollout | | ✓ | ✓ |
| Strategic planning for training | | ✓ | ✓ |
| Discovery of business outcomes, process, roles and strategy | | ✓ | ✓ |
| End user training | | ✓ | ✓ |
| Discovery of current workflows and desired improvements | | | ✓ |
| Rollout execution assistance | | | ✓ |
| Standard operating procedure (SOP) development guidance | | | ✓ |