

## Implementation Services

Last updated: 8 December 2024

Term	Meaning
<b>Implementation Services</b>	The Supplier will provide the Implementation Services, Configuration Services, training, change management & support during the Implementation Period.
<b>Implementation Schedule</b>	The parties will schedule key activities in the Implementation Schedule promptly after signing of the Order Form.
<b>Customer Assistance</b>	The Customer will act in a timely manner to ensure the Supplier's Implementation Services can be delivered in the Implementation Period.
<b>Configuration Services</b>	The Supplier will provide the following Configuration Services: <ul style="list-style-type: none"> <li>Configuring the Customer's reasonable existing procurement information, templates and processes in ProcurePro (including trades, cost codes, vendors, scope of works company template, tender documents, comparison, recommendation, approval workflows, contract templates and applicable integrations).</li> <li>Populating the Scope of Works "Trade Content Library" with the Supplier's trade specific content (unless directed not to by the Customer).</li> </ul>
<b>Configuration Exclusions</b>	The following are excluded from Configuration Services: <ul style="list-style-type: none"> <li>Populating the Customer's trade specific content in the "Trade Content Library"</li> <li>Material updates to contract suite (post Implementation Period)</li> </ul>
<b>Travel Costs</b>	The Implementation Service includes in-person training where the Supplier's staff are located in the region. Where travel is required to provide in-person training, the Supplier will provide a quote.
<b>Additional Services</b>	If the Customer requires additional Implementation Services or Configuration Services (30+ minutes) after the Implementation Period, the Supplier will provide a quote at its professional services rates.

### IMPLEMENTATION SCHEDULE

The parties will tailor the Supplier's standard Implementation Schedule to the Customer:

Activity	Description	Week
<b>Month 1: Establish</b>		
Kick Off & Planning	Alignment with key stakeholders, establish implementation schedule	Week 1
Documents Provided	All procurement documents / templates promptly provided for configuration	Week 1
Internal Announcement	Communications to announce change to business	Week 2
Configuration Acceptance	Initial configuration review, clarifying questions & implement changes	Week 3
Company Wide Demo	Demonstrating to brief / engage all relevant staff of the upcoming change	Week 3
Champion Training	Training project team champions and set responsibilities during implementation	Week 4
First Projects Live!	Review of team's projects in ProcurePro	Week 4
<b>Month 2-3: Adopt</b>		
4x Weekly Checkpoints	Ensure utilisation of all modules + Q&A	Weeks 5-8
Optimise Configuration	Adjust configuration (if needed), following live use on projects	Week 8
Scaling Plan & Announce	Set approach to onboarding additional projects, communicate to business	Week 8
Further Training & Set Up	Further training for new staff (as needed) and additional projects set up	Week 9
Fortnightly Checkpoints	Ensure utilisation of all modules + Q&A (optional, typically 2-4 checkpoints)	Week 10+
Adopted Company-Wide	New procurement methods established (old processes decommissioned), review system usage, transition to Hypercare period	Week 12
<b>Month 4+: Hypercare &amp; BAU service moving forward</b>		