



Description of Services for New Customers

1. Project Description

Aptean shall use the Aptean Advantage methodology as a process guideline for the provision of the professional services and deliverables included in this document. Our service delivery methodology is comprised of the following five phases:

1. INITIATION
2. ANALYSIS
3. CONFIGURATION
4. DELIVERY
5. SUPPORT

Essential Tier: Delivery will be onsite for three events: Kick off/Discovery, CRP1, Go Live.

Premium Tier: Delivery will be onsite for four events: Kick off/Discovery, CRP1, CRP2, Go Live.

Phase 1: INITIATION	Aptean Deliverables	Customer Requirements	Assumptions
Project Planning			
Kick-off meeting & Implementation strategy	<ul style="list-style-type: none">• Kick off meeting – meet the team members, identify roles and responsibilities, review expectations, initial allocations, and methodology• Documentation provided post-kick off: Kick off presentation, Current Business Process Analysis Questionnaire	<ul style="list-style-type: none">• Be prepared to introduce the stakeholders and key team members: Project Sponsor, Project Manager, IT, Shop Floor, Finance	<ul style="list-style-type: none">• Kickoff is done remotely

Phase 1: INITIATION	Aptean Deliverables	Customer Requirements	Assumptions
Current business process review	<ul style="list-style-type: none"> Current business processes written and published to team based on customers input. The Business Process Analysis Questionnaire is provided to customer after the kickoff call so they can work on it prior to the discovery on-site 	<ul style="list-style-type: none"> Team members for each business area should complete the portion of the questionnaire relevant to them 	
Define processes in scope and responsibilities (Discovery)	<ul style="list-style-type: none"> Review and discuss Current business process questionnaire Identify System functions to be used Identify business processes critical for go-live Document potential process gaps, prioritize where necessary 	<ul style="list-style-type: none"> Providing all of the necessary, up to date, accurate and detailed documentation including but not limited to: process documents, report examples, etc 	<ul style="list-style-type: none"> The software is implemented as designed. There could be limitations that would require a process change. In the case of a new requirement identified it will be scoped and quoted in a separate SOW or as a change order to this SOW
Project planning and preparation of initial project plan	<ul style="list-style-type: none"> Create initial project plan and task assignments, deliver to customer 	<ul style="list-style-type: none"> Customer is required to complete all tasks assigned to them, in order, outlined in the project plan 	
Establish Environment			
Provide access to M2M	<ul style="list-style-type: none"> Provide customer url to their environment 	<ul style="list-style-type: none"> Ensure users can log into M2M 	
Quality Review Checkpoint by Product Management			
Quality Review Meeting	Checkpoint Review Meeting: <ul style="list-style-type: none"> Verbal Sign-off on initial Project Plan 		<ul style="list-style-type: none"> Customer agrees to the project plan that is presented to them by the project manager. Project plan is a living document that will be

Phase 1: INITIATION	Aptean Deliverables	Customer Requirements	Assumptions
			updated/modified as the project progresses

Phase 2: ANALYSIS	Aptean Deliverables	Customer Requirements	Assumptions
Product Training			
Functional Review	<ul style="list-style-type: none"> Review of static data requirements and considerations for data loading Data template provided to Customer 	<ul style="list-style-type: none"> Customer is responsible for providing data to consultant in the provided template 	
Application Education	<ul style="list-style-type: none"> Module specific education complete for implementation team Training will be conducted once per functional area, by application consultant, and recorded for future reference 	<ul style="list-style-type: none"> End users made available for each training session, in their functional area End users complete recommended training modules on Aptean Connect portal 	
Optional Modules	<ul style="list-style-type: none"> Optional Module training complete 		<ul style="list-style-type: none"> Optional modules are not included and will require a separate SOW
Design Workshops			
Develop FRD's for customization requests	<ul style="list-style-type: none"> Functional requirements documented for customizations identified at this point 		<ul style="list-style-type: none"> Design and coding of customizations are out of scope and will be quoted separately
Review and Approve Design Solution			
Core application and optional modules		<ul style="list-style-type: none"> Customer approval of in-scope business processes 	
Customizations			<ul style="list-style-type: none"> All customizations will be quoted separately

Phase 2: ANALYSIS	Aptean Deliverables	Customer Requirements	Assumptions
Baseline Project Plan			
Review project scope	<ul style="list-style-type: none"> Adjust timeline, resources and deliverables based on approved in scope items 	<ul style="list-style-type: none"> Customer sign off on initial project plan 	
Quality Review Checkpoint by Project Management			
Quality review meeting	Checkpoint review meeting: <ul style="list-style-type: none"> Verbal Sign-off on initial product training, design solution, and proposed adjustments to project scope 		

Phase 3: CONFIGURATION	Aptean Deliverables	Customer Requirements	Assumptions
Configure System			
Setup initial company configuration	<ul style="list-style-type: none"> Initial configurations made to all company setup screens 		
Data Setup			
Data conversion planning	<ul style="list-style-type: none"> Review documented data conversion requirements with customer 		
Clean legacy data	<ul style="list-style-type: none"> All static data validated by Aptean for accuracy 	<ul style="list-style-type: none"> All static data collected and cleansed into data loading templates 	<ul style="list-style-type: none"> Data is able to be exported from legacy system into excel
Establish data in test environment	<ul style="list-style-type: none"> Static data has been entered into the Test Database for 1st CRP Aptean will load static data: Chart of Accounts, Item master, Bill of Material, Routings, Customers and Vendors 	<ul style="list-style-type: none"> All static data validated by customer for accuracy 	
Build Customizations (if applicable)			

Phase 3: CONFIGURATION	Aptean Deliverables	Customer Requirements	Assumptions
System Integrations	<ul style="list-style-type: none"> Defined and developed integration requirements 		<ul style="list-style-type: none"> Customizations and custom reports are out of scope All SOWs will be created by services for any requirements
Custom Reporting	<ul style="list-style-type: none"> Identify form and report updates 		
Custom Enhancements	<ul style="list-style-type: none"> All gaps vetted and FRD's are documented Customizations are estimated, coded, tested and deployed in customer's environment 		
Prove Prototype (Conference Room Pilot Process)			
Develop CRP scripts with project team	<ul style="list-style-type: none"> CRP scripts documented in preparation for initial CRP 		<ul style="list-style-type: none"> The script will be shared with the customer prior to CRP
Initial CRP	<ul style="list-style-type: none"> First CRP; a complete walkthrough of application using customer sample data. 	<ul style="list-style-type: none"> Customer must have enough sample data in the system before CRP can take place 	<ul style="list-style-type: none"> The CRP is estimated to take 3 days
Resolve business process decisions	<ul style="list-style-type: none"> Develop all business processes inside of application 	<ul style="list-style-type: none"> Provide feedback on business process decisions 	
Resolve setup decisions	<ul style="list-style-type: none"> Sign off on checklist and review of setup 		
Resolve critical incidents	<ul style="list-style-type: none"> Resolve all "priority 1" issues from issues log Priority 1 is defined as must have for go live 		
Conduct additional CRPs to prove decisions	<ul style="list-style-type: none"> Project manager, consultant and customer will determine if any additional CRPs are required 	<ul style="list-style-type: none"> Additional pilots conducted by Customer Each functional area has been tested and piloted by the core team members with issues vetted and approved 	
Aptean Optional Modules			

Phase 3: CONFIGURATION	Aptean Deliverables	Customer Requirements	Assumptions
As specified in SOW	<ul style="list-style-type: none"> Aptean optional module(s) in scope of this initial implementation are included below in this document 		<ul style="list-style-type: none"> Customer is responsible for any 3rd party customization
Complete Documentation			
Work instructions		<ul style="list-style-type: none"> Work instructions completed 	
End user training plans	<ul style="list-style-type: none"> End user training plans published 	<ul style="list-style-type: none"> Implement training plan with end users 	
Data migration plans	<ul style="list-style-type: none"> Data migration plans published 	<ul style="list-style-type: none"> Provide detailed information on transactional datasets to assist with plan creation 	
Complete Data Setup and Configuration			
Copy to production system	<ul style="list-style-type: none"> All setups copied from Test to Production 	<ul style="list-style-type: none"> Customer confirms setups are correct 	<ul style="list-style-type: none"> All setups are correct and ready for production
Enter/load static data	<ul style="list-style-type: none"> All static data decisions finalized and entered/loaded by location into Test and Production environment 		
Quality Review Checkpoint by Project Management			
Quality review meeting	<ul style="list-style-type: none"> Schedule quality review meeting with customer 	<ul style="list-style-type: none"> Sign off on company setup decisions, static data decisions / conversion plans, customizations, prototype, optional module training, work instructions, end user training plans, data migration plans, and final data setup and configuration 	

Phase 4: DELIVERY	Aptean Deliverables	Customer Requirements	Assumptions
Test and Validate			
Complete validation CRP	<ul style="list-style-type: none"> Final CRP conducted for all functional areas within completed system, including customizations, and approved by all core team members. Go No Go decision made 		<ul style="list-style-type: none"> This Pilot is estimated to take 3 days
Complete data migration rehearsal	<ul style="list-style-type: none"> Final test of static data migration conducted 		
Complete test system go live rehearsal	<ul style="list-style-type: none"> Assist with transactional data entry and reconciliation 	<ul style="list-style-type: none"> Inventory reconciliation conducted/proven; open order reconciliation conducted/proven for: SO's, PO's, WO's, WIP, AR, AP, GL 	
End User Training			
Assist with User Acceptance Testing (UAT)	<ul style="list-style-type: none"> Consultant(s) to assist and moderate 	<ul style="list-style-type: none"> End user training delivered by team leads 	<ul style="list-style-type: none"> Customer is responsible for all User Acceptance Testing and providing feedback on test completion
Business Readiness Assessment			
Go live readiness assessment	<ul style="list-style-type: none"> Go No Go decision made 		<ul style="list-style-type: none"> All Priority 1 issues have been resolved
Go Live			
Establish beginning balances for all transactional files	<ul style="list-style-type: none"> All beginning balances from legacy entered or imported Includes: open SO's, PO's, WO's, inventory, WIP, AR, AP, GL balances 	<ul style="list-style-type: none"> Provide beginning balances from legacy system Enter all transactional data: open SO's, PO's, WO', inventory, WIP, AR, AP, and GL balances 	
Reconcile to legacy system	<ul style="list-style-type: none"> All opening balances reconciled to legacy system 		

Cut over to live operation	<ul style="list-style-type: none"> Initial implementation scope system Go-Live 		
Quality Review Checkpoint by Project Management			
Quality review meeting	<ul style="list-style-type: none"> Schedule quality review meeting with customer 	<ul style="list-style-type: none"> Sign off on Validation CRP; data migration rehearsal(s), Go-Live rehearsal, End User Training success, Go-Live Cutover beginning balances, Sign-Off on Go-Live Event 	

Phase 5: SUPPORT	Aptean Deliverables	Customer Requirements	Assumptions
Post Go Live Support			
First week of live operation cutover support	<ul style="list-style-type: none"> Cutover to live operation, assist with live transactions All cutover critical tasks are completed, reviewed and approved 	<ul style="list-style-type: none"> Report issues in a timely manner 	
First month end operation close	<ul style="list-style-type: none"> Consultant assistance with first month end close process Financials generated in system 	<ul style="list-style-type: none"> Report issues in a timely manner 	
Transition to support			
Support transition meeting	<ul style="list-style-type: none"> Transition meeting with consultant(s), customer and support completed 		
Quality Review Checkpoint by Project Management			
Quality review meeting	<ul style="list-style-type: none"> Schedule quality review meeting with customer 	<ul style="list-style-type: none"> Sign off on all tasks approved inside the SOW and approved Change Requests All tasks identified as outside scope are held until 	

Phase 5: SUPPORT	Aptean Deliverables	Customer Requirements	Assumptions
		after a successful Go-Live Event are reviewed	

M2M Optional Modules	In Scope	Out of Scope	Deliverables
Modules			
Basic		<ul style="list-style-type: none"> Neither EMF or AP&S are included. Would require separate SOW 	
Standard	<ul style="list-style-type: none"> Either EMF or AP&S services is included in your cost 	<ul style="list-style-type: none"> Other module is not included, unless a separate SOW is created 	
Advanced	<ul style="list-style-type: none"> Both EMF and AP&S are included in your cost 		

1.1 Out of Scope*:

1. Any services not explicitly set forth in this document
2. Customization and custom reports re-write / upgrade
3. Actual travel expenses for any onsite activity, which will be invoiced separately as incurred, such as, but not limited to, airfare, hotel, meals, etc.
4. The following optional module/integration module installations will require a separate SOW:
 - a. CADLink application (API will be installed by Aptean)
 - b. Unipoint Integration
 - c. Shop Floor Data Collection

- d. Advanced Reporting any version upgrade / installation
- e. Advanced Configurator 4.0 upgrade / installation
- f. ASG/IIS configurations
- g. EDI upsize/implementation/mapping assistance
- h. EMF installation/process migration
- i. HRMS/ABRA implementation
- j. Analytics/Qlikview
- k. Omnify Integration (API will be installed by Aptean)
- l. Digital Shipper
- m. Zetadocs installation

5. Additional T&M time may be required for the conditions below:

- a. Multiple companies/databases
- b. Size of the database exceeds **40+ GB**

**Will be determined during the Technical Review*

2 Customer obligations

Provided Customer fulfills each of the Customer obligations on a timely basis, Aptean shall provide Customer with the Services and/or Deliverables subject to the terms and conditions set forth in this agreement.

- 1. Customer is solely responsible for implementing all business process changes desired by Customer or necessary for Customer's use of the Software.
- 2. Customer must provide connectivity for remote access to project environments for offsite team members.
- 3. Customer shall conduct thorough UAT testing to ensure end user acceptance. UAT testing activities shall be owned and managed by Customer. Customer shall ensure all UAT results are conveyed to Aptean consultant following testing of required business and system functions.
- 4. Customer is responsible for completing all required education identified by Aptean consultant prior to go live and will participate in all consulting sessions as designated above.
- 5. Customer assumes responsibility for all items in the customer requirements above
- 6. Customer project manager is responsible for managing and ensuring timely completion of all tasks and responsibilities.

