

Implementation Services

Last updated: 28 August 2024

Term	Meaning
Implementation Services	The Supplier will provide the Implementation Services, Configuration Services, training, change management & support during the Implementation Period.
Implementation Schedule	The parties will schedule key activities in the Implementation Schedule promptly after signing of the Order Form.
Customer Assistance	The Customer will act in a timely manner to ensure the Supplier's Implementation Services can be delivered in the Implementation Period.
Configuration Services	<p>The Supplier will provide the following Configuration Services:</p> <ul style="list-style-type: none"> 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). Populating the Scope of Works "Trade Content Library" with the Supplier's trade specific content (unless directed not to by the Customer).
Configuration Exclusions	<p>The following are excluded from Configuration Services:</p> <ul style="list-style-type: none"> Populating the Customer's trade specific content in the "Trade Content Library" Material updates to contract suite (post Implementation Period)
Additional Services	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
Month 1: Establish		
Kick Off Call	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 config 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	Engage champions and set responsibilities during implementation	Week 4
First Projects Setup	Review of team's projects in ProcurePro	Week 4
Month 2: Adopt		
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
Month 3: Scale		
Further Training & Set Up	Additional training for new staff and additional projects set up	Week 9
Fortnightly Checkpoints	Ensure utilisation of all modules + Q&A (optional, typically 2-4 checkpoints)	Week 10+
Company-Wide Go-Live	New procurement methods established (old processes decommissioned).	Week 12