

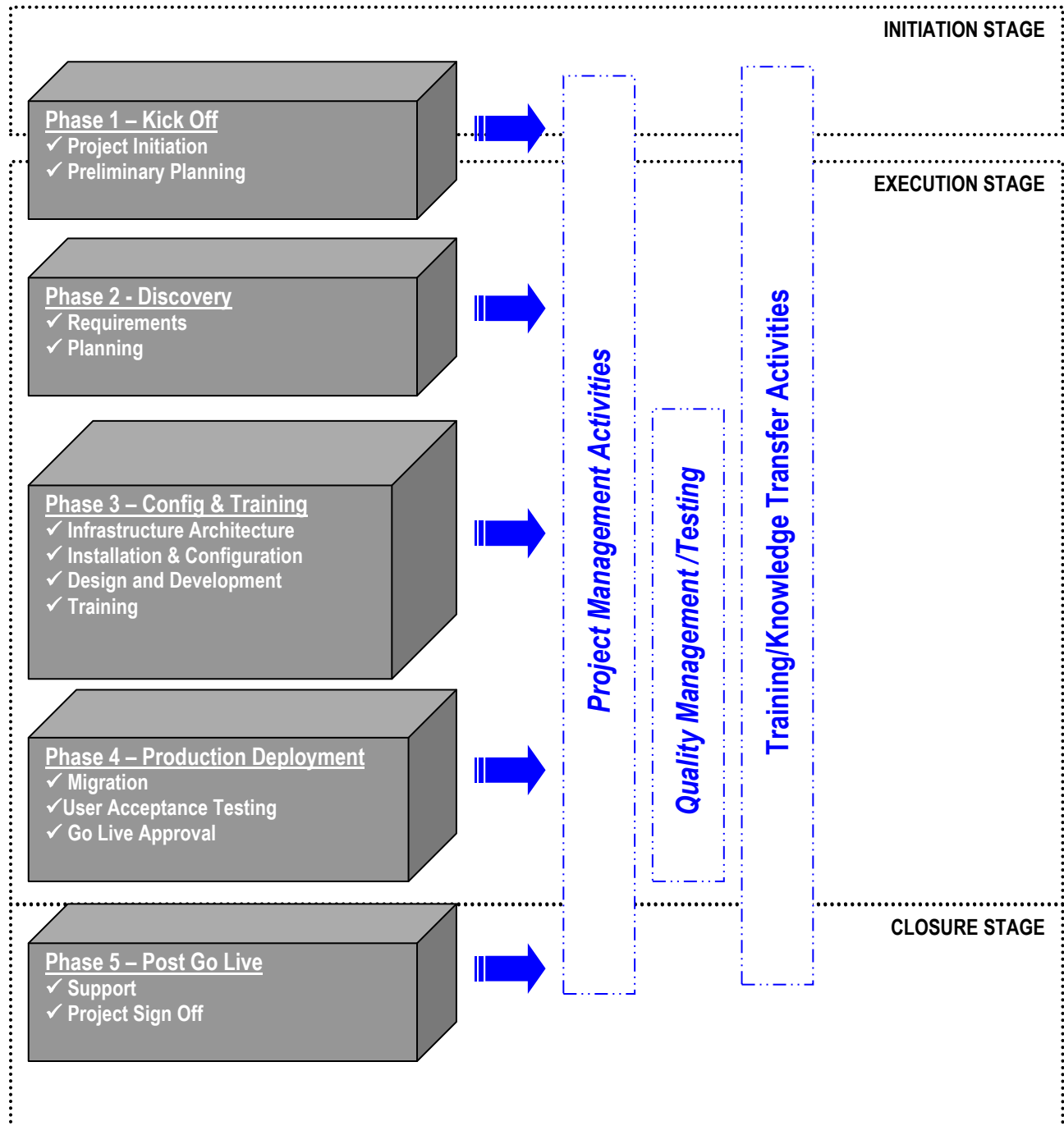
RPM Methodology

1 METHODOLOGY

1.1. OVERVIEW

Accellos' Rapid Process Management Methodology (RPM) provides a scalable structure of activities to ensure a successful project implementation. A breakdown of the five phased approach and brief description of each is provided below.

1.2. VISUAL



1.3. PHASE 1 – KICK OFF

The objective of this phase is to identify The Client’s overall objectives and goals for the solution. This would include discussing business requirement that may play a role in achieving the end date, defining the rules of engagement; clarify responsibilities, overall deliverables and goals of the project. Officially, kick off the project with the client and with Accellos project team. Additional achievable items during this phase are, establishing The Client’s business requirements, identify the current SOPs, and determine what best practices will be implemented as part of the solution, familiarize The Client with the product instilling confidence in the solution, and prepare a project plan established with The Client’s approval.

- Meetings Held:
 - Review of the proposal and contract details with the Sales Team
 - Project Kickoff (Internal/External)
 - Review of Roles and responsibilities for The Client and Accellos
 - Establish key dates and business date that will affect Project Plan
- Establish and Identify:
 - Key team members
 - Define Rules of Engagement
 - Establish if The Client has any internal business constraints that may impact the project
- Documents Outputted During this Phase:
 1. Kick Off Meeting Agenda - Accellos
 2. Status Call Agenda - Accellos
 3. Preliminary Project Charter - Accellos
 4. Preliminary Project Plan - Accellos

1.4. PHASE 2 – DISCOVERY

The purpose of this phase is to identify The Client’s business requirements, identify which best practices will be implemented. This phase also serves to familiarize The Client with the product instilling confidence in the solution and provide the knowledge required to use the system once the implementation is complete. During this phase, any gaps or additional requirements are identified and a project plan established with The Client approval.

- Accellos will perform a Business Analysis to establish SOPs, business requirements and review operational requirements.
- Finalize the Business Analysis/Project Charter and establish sign off
- Finalize the enhancements list and sign off
- Finalize equipment/hardware requirements and sign off
- Finalize Project Plan and sign off
- Documents Outputted During this Phase:
 1. Business Analysis - Accellos
 2. Project Plan - Accellos
 3. Project Charter - Accellos
 4. If applicable Change Requests - Accellos

1.5. PHASE 3 – CONFIGURATION AND TRAINING

Review Infrastructure requirements, begin installation and configuration; design and develop any areas identified in Phase 2, following the Accellos’s Change Management Process. This phase allows for those approved enhancements via the Change Management Process to be developed, such as documents or EDI transactions. The objective is to ensure that any enhancement are tested, accepted and integrates into the finalized solution.

- Development of required approved enhancements

- Review Infrastructure
- Identify hardware architecture for The Client's solution
- Technical set up and installation of operating system and the Accellos application
- Configure connectivity (VPN) (3rd party services)
- Company Set up of a test environment
- Convert and Load Data on test environment
- Prepare test scenarios/test plans
- Complete Integration Testing
- Prepare training schedule, plan
- Documents Outputted During this Phase:
 1. User Documentation - Accellos
 2. Conversion Files - The Client
 3. Testing Plan - Accellos
 4. Testing Scenarios - The Client

1.6. PHASE 4 – PRODUCTION DEPLOYMENT

The purpose of this phase is to ramp up and prepare for go live, this includes Accellos providing a demonstration of an personalized development to The Client, setting up the SE 2 application per the solution identified in the Functional Narrative/Project Charter, conduct training using train the trainer approach, perform end user training and Go Live.

- Demonstrate any personalization i.e. Conference Room Pilot
- Deliver Training (Train the Trainer)
- Company Set up (Live Environment)
- Convert and Load Data (Live Environment)
- Provide support for User Acceptance Testing
- User Acceptance Testing sign off from The Client
- Prepare implementation/go live plan
- Train end users
- Go Live
- Support Go live
- Documents Outputted During this Phase:
 1. User Documentation - Accellos
 2. Conversion Files - The Client
 3. Testing Plan - Accellos
 4. Testing Scenarios - The Client
 5. UAT Sign off and Go Live Approval Sign off- Accellos
 6. Implementation Go Live Plan – Accellos

1.7. PHASE 5 – POST GO LIVE

This phase is to transition the client from the Project Manager and Implementation Consultant to Customer Support and the Account Manager. At this point, the project sign off document is prepared and project sign off required from The Client.

- Prepare Project Completion sign off document
- Set up and complete transition call to Client Support Team and the Account Manager
- Documents Outputted During this Phase:
 1. Project Sign off – Accellos
 2. Evaluation Document - Accellos