



RAPID APPLICATION DELIVERY

Implementation Plan Overview

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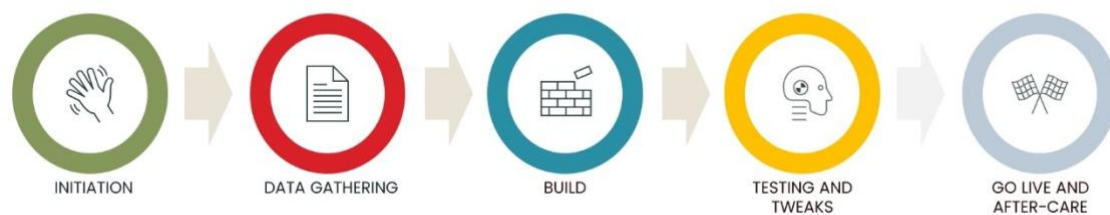
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Approach

Medius will manage the implementation and technical delivery of the Medius application for CLIENT by using its own consultants who have considerable delivery expertise in-house, gathered over two decades of solution delivery. A defined and simplified delivery program will commence, ensuring that both customer and Medius resources are focused on a rapid delivery of the Medius solution.

Key Phases

The delivery phases involved shall include:



Initiation

The first phase of the implementation project will involve CLIENT engaging with the Medius Automated Onboarding process. During this phase, the project sponsor or the onboarding contact provided to Medius sales team from the CLIENT, will experience the RAD solution overview and RAD delivery governance overview videos. The CLIENT contact will be asked to nominate subject matter experts covering areas of Technical, Project management, Finance and Support responsibilities.

CLIENT will submit this information to Medius via the onboarding platform to initiate the next phase of the delivery program.

Main Tasks	Responsible
Review the solution overview video.	CLIENT
Review the delivery governance video.	CLIENT
Nominate SME's from Technical, Finance, PMO, and Support areas.	CLIENT

Success factors

- CLIENT takes clear ownership of project management and governance within their own organization, with all key stakeholders allocated and engaged.
- The CLIENT submits the onboarding information to Medius to initiate further delivery stages.



Data Gathering

Only once the initiation phase and contact information gathered within it are submitted to Medius will the Data Gathering Phase commence.

During this Phase, Technical, Finance, and PMO SME's nominated during the initiation phase will receive their own onboarding form. Within this form, the CLIENT SMEs will review a series of informative videos, and each SME will be exposed to different video content that is relevant to them, but some overlap is expected. The content review is important as it is preparing each CLIENT SME towards the data gathering part of the onboarding form. Once the video content is reviewed, each SME will be asked a series of data gathering questions relevant to their area of expertise. Only once all SME's submit their form can the next delivery phase commence.

Main Tasks	Responsible
SME relevant video content is reviewed	CLIENT
The Project Delivery plan is defined, and the key stakeholders are named	CLIENT
SME Data is provided	CLIENT
Solution Build consulting team is appointed	Medius
The Technical Delivery team is appointed	Medius
Further delivery resources are reserved if needed	Medius
Data gathering forms are submitted	CLIENT

Milestone 1: *Initiation Complete*

MS1 is reached when the initiation and data gathering stages are complete, and CLIENT submits the Initiation and SME forms to Medius.

Success factors

- All data gathering forms are submitted to Medius
- Resources have been allocated.

Build

Once all SME forms are submitted to Medius, the customer data and the Rapid application configurations are applied by a dedicated application build consultant. It is in this stage CLIENT is expected to complete necessary finance system preparations. Whilst in the Build stage, the delivery team will reach out to CLIENT with any queries related to the data provided, but most importantly, to arrange a technical connection between the Medius



solution and CLIENT finance system. This connection cannot take place until the deployment of the Finance systems integrations package is complete, as per Medius's instructions. The technical connection is crucial for the build to be completed and the Medius delivery team to be able to conduct a basic set of configuration tests before the customer QA system handover and superuser training.

Main Tasks	Responsible
Medius application QA set-up and configuration	Medius
System Configuration tests	Medius
Master data provision and load	Medius, CLIENT
System verification	Medius

Master data

Master data is loaded by the Medius technical resource allocated to the project for testing purposes. It is CLIENT's responsibility to ensure that the test finance system has enough quality data to ensure smooth and timely CLIENT testing stage. Medius recommends that the test finance system is as close to production from both data and functionality perspectives as possible, and that Masterdata is not older than 2 months as compared to the production system.

Milestone 2: QA Available

MS2 is reached when all system components are set up according to the Rapid application delivery configurations, and the system is verified to be ready to be presented to users and for training.

Success factors

- ERP QA system data and setup is as close to ERP Production environment as possible.
- Medius can post at least one test invoice as part of the configuration verification testing.

Testing & Tweaks

In this stage, Medius' dedicated training resource will conduct superuser training for the nominated CLIENT superusers. The nominated CLIENT test team is then responsible for scaling up the training internally to end-users.

Where required, minor configuration tweaks are possible in line with the Rapid Application Delivery baseline. Any Major configuration or scope changes are recorded and handled via the Change Control process, with expected delivery post initial go-live.

Having gained system knowledge, CLIENT will set up tolerances, invoice discrepancy coding templates, and approval limits, and apply them to users whilst configuring user profiles and



applying user roles. CLIENT will also prepare testing by specifying test cases and collecting test data.

Medius provides basic test cases to support and exemplify what needs to be tested, but it is important that CLIENT thoroughly identifies and specifies the different business cases that the system is expected to support – including tax scenarios, goods receipts, currencies, etc.

To better learn the system, validate the setup and the test cases, functional tests are to be run by CLIENT. Medius consultants will be available for support.

Main Tasks	Responsible
Train-the-trainer sessions	Medius
Configuration walk-through	Medius
Configuration (users, user roles, tolerances, etc.)	CLIENT
Test design	CLIENT
Functional testing	CLIENT
Test support	Medius

Success factors

- Experienced users with knowledge on the full end-to-end process actively participating in the training sessions
- Time allocated on key users to take on configuration, test design and functional testing
- Thorough work with the test design

Milestone 3: *Solution accepted and reading for establishing production*

MS3 is reached when the QA system is signed off, and the solution is ready to be deployed in the production environment. The Solution Acceptance form will be sent to the key CLIENT stakeholder. Once returned, production deployment can commence.

Go Live & After Care

When the solution is accepted, a production environment identical to the QA environment is deployed. For integrations, similar activities as in the Deployment stage are to be performed, and master data is to be validated by CLIENT.

A separate go-live plan is set up covering possible cutover activities to secure a seamless transition when replacing other systems. The go-live is followed by a week of a hyper care period before day-to-day support is enabled via Medius Customer Support. During the hyper care, Medius supports the key users, who in turn are to support the end users.

Main Tasks	Responsible
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Establish Production environment (IT and ERP)	CLIENT
Establish Production environment (Medius)	Medius
Master data provision and load	Medius, CLIENT
Master data validation	CLIENT
Go live	Medius, CLIENT
Hypercare	Medius, CLIENT
Handover to Medius Customer Support	Medius

Milestone 4: *Go live*

MS4 is reached when the production environment is set up and ready to be taken into use.

Milestone 5: *Project closure*

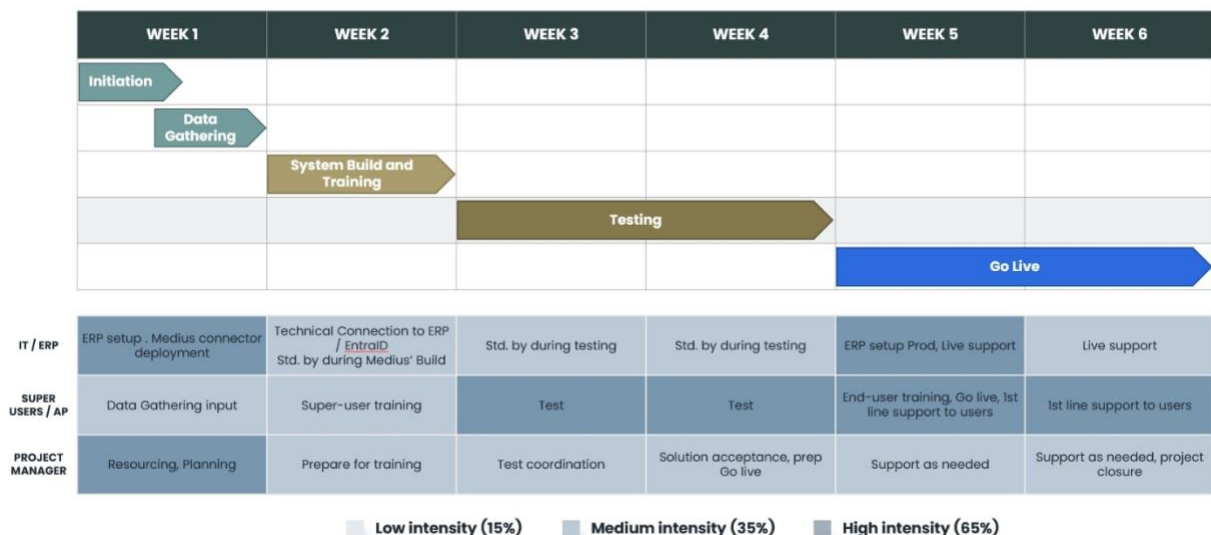
MS5 is reached after a successful go-live and the end of the hyper care period.

Success factors

- UAT was performed with quality
- Data and setup in the ERP QA environment are identical to Production
- Key users available to support end users at go live
- Clear leadership within CLIENT on prioritising and resolving issues, and on escalations to Medius

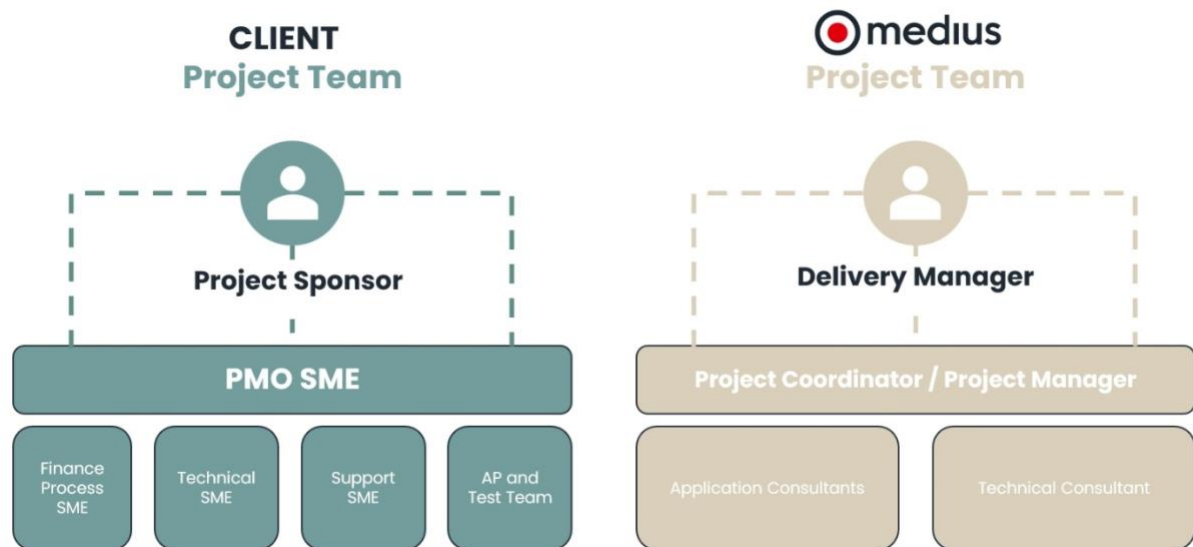
Timeline

Please see the following Representative Project Timeline- *please note these are subject to change based on the client-specific requirements and final solution design.*



Expected Resources

Medius shall expect the following structure to be in place during the implementation project:



Role	Proposed Function/Responsibilities	Required Competence
Medius		
Delivery Manager	<p>The Delivery Manager is ultimately responsible for the project delivery, overall delivery resource allocation, and will serve as the solution owner and escalation point during the delivery process.</p> <p>Delivery managers are not expected to interact with the rapid application delivery daily and will be called upon only when required.</p>	<p>The Delivery Manager has the authority to commit Medius resources and advise the Medius Project Coordinator/Manager on the acquisition of other third-party resources.</p>
Project Coordinator / Project Manager	<p>Due to the short duration of the rapid application delivery program, the need to manage a project is reduced to the coordination of the project efforts and delivery schedule.</p> <p>Although Medius may choose to allocate a dedicated project manager, it is expected that project coordination will be conducted by the application consultant responsible for the delivery of the solution.</p>	<p>Experience of delivering and implementing tactical and strategic software solutions, including integration with a myriad of finance and ERP systems.</p>



Application Consultants	<p>There may be a few application consultants assigned to the project. Initially, a consultant will be assigned to configure the solution based on Medius's best practice approach.</p> <p>Later, a separate consultant may be assigned to be responsible for the consultant-led training and for the support during the user acceptance testing.</p> <p>Application consultants will also support the cutover process and the post-go-live hyper care support.</p>	Experienced Consultant(s) with extensive knowledge of the Medius modules.
Technical Consultants	<p>This resource will only be called upon if more in-depth expertise is needed for the connection to the customer's finance system or to troubleshoot any issues that may relate to user provisioning or the finance system interaction.</p>	Experience in working with an extensive range of methods and technologies, and the Connect integration tier to facilitate the necessary interfaces.
CLIENT		
Project Sponsor	<p>This resource has overall responsibility for the delivery of the Medius solutions in the CLIENT organization.</p> <p>The project sponsor will be the first customer stakeholder contacted by Medius's onboarding process and will be expected to nominate the remaining stakeholders so that further onboarding can continue.</p> <p>The project sponsor will serve as the escalation point for the Medius delivery manager</p>	<p>Ideally, at the board level to ensure engagement is in place across the entire business and stakeholders.</p> <p>5% Average Time Commitment</p>
PMO SME	<p>This resource is equivalent to the project manager or project coordinator in the customer's organization.</p> <p>Their responsibility will be to manage all resource allocations on the CLIENT side and to ensure that tasks assigned to customer stakeholders are completed on time and to the expected standard. The PMO SME will be nominated by the project stakeholder and will be contacted by Medius onboarding process to provide information related to test readiness.</p>	<p>Project planning, risk management, business analysis and process capture to assist CLIENT in preparing for implementation. They must understand the 'as is' and 'to be' processes and be able to assist with the change management and education programs.</p> <p>25% Average Time Commitment</p>

Technical SME	<p>This project resource is nominated by the project sponsor as part of the onboarding process.</p> <p>Their responsibility is to provide Medius with finance system and Azure Active Directory connection details and to coordinate technical team support during the delivery of the Medius solution.</p> <p>The technical IT SME will be contacted during the onboarding process.</p>	<p>An understanding of back-office systems and integration capabilities. This could be the ERP partner organisation and will need to ensure that the ERP environment is in line with Medius' requirements and that Medius solutions have proper access.</p> <p>10% Average Time Commitment</p>
Finance Process SME	<p>This stakeholder will be nominated by the project sponsor as part of the onboarding process.</p> <p>Their responsibility will be to provide Medius with the company and chart of accounts information, which is used for the build phase of the project. The finance process SME provides the overall expertise in the APA and Finance topics in the CLIENT organisation.</p> <p>The finance process SME will be contacted during the onboarding process</p>	<p>Requires understanding of finance and AP processes in the business and in the ERP.</p> <p>50% Average Time commitment</p>
Support SME	<p>This resource is nominated by the project sponsor to be a point of contact for Medius during and post-delivery of the Medius solution. And in the case of wider implementation impacting or other non-project related issues, this stakeholder may also be used during the handover to Medius support post project delivery.</p>	<p>Overall knowledge of the support process in CLIENT organization</p> <p>5% Average Time Commitment</p>
AP and Test Team	<p>These resources should be nominated by the PMO SME as the test team and the recipients of Medius training materials or consultant-led training.</p> <p>Medius expects that only a few AP test SMEs are nominated to act as leads during the delivery and to conduct end-user training further in the customer's organisation.</p>	<p>Day-to-day knowledge of AP processes.</p> <p>50% Average Time Commitment</p>

Project Governance

Efficient Project Governance is critical to the effective implementation of the Medius solution. Rapid Application Deliveries benefit from a lighter governance approach due to the short delivery timeline; however, they do include the following:

Project Initiation

This process is automated and invoked immediately after contract signing. It leverages the Medius online platform to inform the customer about the governance structure and provides the solution overview. During initiation, should the customer choose to contact Medius, a dedicated mailbox is provided where queries can be sent to.

Communication Plan

Project communication in Rapid deliveries is initiated by the application consultants during the build phase. Once the build is complete and the system is testing ready, a dedicated contact will communicate training readiness to the customer's PMO SME. From there, Medius leverages a cloud coach platform for externally facing project communication, where issues related to testing can be communicated by CLIENT. Access to the External Project View on the Cloud Coach platform will be shared with CLIENT during or immediately after the Superuser Training.

Risk Management

Throughout the project, risks will be recorded on the cloud coach platform and available to CLIENT in real-time as Issues. This will be maintained weekly at a minimum and reviewed during each project meeting. The definition of escalation routes, as defined by the project board and stakeholder identification process, will ensure that mitigation plans to resolve any risks will be quickly deployed.

The main risks to digital transformation projects are typically related to successful adoption and system take-up. To prevent barriers to adoption, Medius will help CLIENT to define where changes will be required and where resistance may be present. This typically involves user/supplier engagement, a review of existing software, and operational performance. This could also include a gap analysis of the 'as is' to 'to be' processes to see where attention and investment should be focused.

Other risks may be more technical in nature - for example technical constraints, data accuracy, the availability of test development and quality control tools, etc. The Cloud Coach Issue log will categorise these types of risks and ensure controls are in place to mitigate them, such as ensuring the availability of all tools and resources before each implementation project commences.

Milestones

Progress against the baseline project plan will be reviewed and the plan maintained as part of the weekly governance reports and meetings, any significant deviations from the initial plan



will be reviewed with senior stakeholders and any revisions to scope or phasing discussed and documented as part of a change management process, including any commercial impact, before continuing.

Quality Assurance

As part of the project design, the Project Managers will establish metrics to measure the quality of the software solution. This will form the basis of the exit criteria for the configuration, integration, and UAT phases.

Document Management

Medius will provide a secure, structured SharePoint environment, which will be accessible by both parties, to hold all key project documentation. All documents will be subject to automatic version control, providing a full audit of all documents for the duration of the project. This repository will remain in place for the duration of the Medius/CLIENT relationship, allowing the Medius support function access to any key documents necessary to provide effective support once in a "business as usual" state.

Post Go-Live Support- Transition and Handover

Following go-live and to ensure the system is effectively embedded into the daily operations of CLIENT, Medius will undertake a hyper care period, where the assigned Project coordinator / Project Manager will provide additional and tailored support. This typically involves assessing the effectiveness of the 'train-the-trainer' sessions and ensuring that all the key users are confident in using the system and training the rest of the user community.

Users can also arrange informal engagement sessions as well as submit clarification questions to the Project Coordinator / Project Manager. Additional time is also included for the Project Manager to capture any gaps or initial snags and deliver a prompt resolution.

Once satisfied that all users have sufficient working knowledge of the application, CLIENT will then agree to the support handover to Medius' Customer Support. This will involve an introduction to the relevant Medius Customer Support personnel during a handover meeting where a strict procedure is followed to ensure all CLIENT-specific information is secured and documentation is made readily available to Medius Customer Support.

