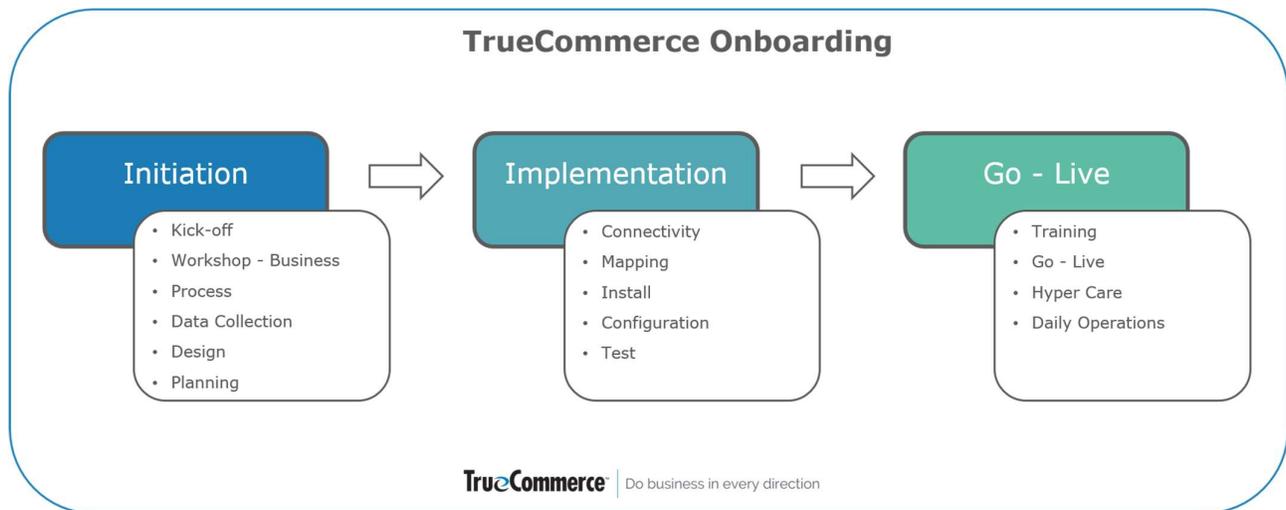


Appendix 6 - Implementation

This appendix provides an overview of the implementation process. It provides descriptions of the tasks and deliverable to be completed as well as the responsibilities of TrueCommerce and the Client.

The implementation is divided into three phases: Initiation, Implementation and Go-Live. Each phase of the project is outlined below, along with the corresponding activities.

Figure 1 – Implementation phases



Initiation

In the Initiation phase, the project is kicked off and information is requested and gathered. The scope of the project is validated with the project team members and tasks are reviewed.

As part of the project initiation, the Client is requested to provide specifications of their in-house format and samples of the document types defined in figure 1. TrueCommerce will analyse the documents for structure and data content to ensure that the necessary data is present to produce a valid document. As an outcome of the analysis, the data structure is documented in a correlation table, describing how the in-house format will be mapped to TrueCommerce XML.

Implementation

Connectivity

In order for the Client to exchange messages, the first activity is to establish a connectivity between the Client and TrueCommerce. The connectivity will vary depending on how the Client wishes to exchange data.

Mapping

The mapping of each document will be performed based on the correlation table which specifies what data should flow between the client and its customers and where. Once the mapping is completed, it is quality checked by the implementation team.

Configuration

In the configuration phase, TrueCommerce will configure the service components (also known as messages) purchased as per the statement of work.

Testing

The initial part of the testing is executed as part of the mapping and configuration in order to validate that the workflows perform as agreed.

TrueCommerce perform these tests prior to the system test with the Client to ensure that the environment is stable and functional.

Integration and Mapping Test

Integration testing is performed to confirm that data is properly flowing between the service and the Client's ERP. Testing activities are completed through a series of scheduled appointments between the Client and the Implementation Specialist.

The system test and a functional mapping test are performed with the involvement of the Client. If adjustments are required to the mapping or configuration, our team will implement the changes and test further.

If there are change requests related to areas not described and discussed in the initiation phase or data analysis, they will be handled through the change management process.

The integration test ensures that the system is configured to fully support the operational needs and business needs of the Client.

TrueCommerce will provide the Client with an acceptance document following the system test. Testing with trading partners will not be initiated until the acceptance document has been signed.

End-to-End Testing with Trading Partners

During the initiation, the project team will work with the Client to define and describe the necessary trading partner information and define a testing plan for selected pilot partners.

The test will be performed by using the Client's test location identification number or what has otherwise been agreed.

TrueCommerce will guide the organisation through the end-to-end testing to ensure that the parties receive the documents as expected. The test itself will test the full message flow. For example, the trading partner will create and send an order, and based on this order, the Client will return a despatch advice and invoice. TrueCommerce includes two end-to-end flows as part of the implementation. Additional testing activities will be agreed upon request from Client/trading partner. TrueCommerce request that the Client signs off on the trading partner test prior to moving to the Go-Live phase.

Go-Live

In the Go-Live phase, the Implementation Specialist prepares the Client for the "go live" of the Managed Service in close collaboration with the Managed Service team. The Implementation Specialist verifies that all flows and integration tests are completed and provides the Client with a final walkthrough of the system.

In close dialog with the client, the Managed Service Team will determine the client's final needs for support, taking into consideration any critical business flows and documents, special requirements for specific trading partner, etc. The Client is referred to the Managed Services Team for all on-going support and maintenance.

TrueCommerce recommends a phased go-live, where the Client goes live with a smaller batch of pilot trading partners at a time, as this will reduce risk and minimise mitigating actions. During the Go-Live phase, TrueCommerce are likely to increase the frequency of status calls to keep the project team focused and to ensure efficient handling of issues identified during this critical phase.

Hypercare

In the hypercare period, TrueCommerce's Managed Service Team and consultants will work closely with the Client's organisation to address any issues that may surface. When all pilot trading partners successfully receive their documents and all issues are resolved, the hypercare ends and the Managed Service Team will be the Client's single point of contact going forward.

Hypercare is also the final stage of the project in which a collective effort is needed to resolve any remaining issues and prepare the Client's personnel for shifting to a collaboration with the Managed Service Team. Upon the Client's acceptance of the project's deliverables, TrueCommerce's project manager will exit the project.