

## **Implementation Services Overview**

### **Period of Implementation**

Implementation services will commence upon the first scheduled Kickoff call and will continue for the duration required to complete the activities and Deliverables defined below, based on the applications included in the Order Form.

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### **Implementation Approach**

Vastian delivers MediaLab by Vastian implementation services through a guided, administrator-led implementation model, designed to guide Client through a structured and successful system deployment. Implementation services are training and guidance-based. Vastian does not execute configuration, data entry, or operational tasks on behalf of the Client unless explicitly defined. Our implementation model is designed to create immediate usability without creating long-term dependency.

Services are provided using a model that enables Client administrators to:

- Configure the system
- Support internal rollout
- Train their own end users

Vastian provides:

- Configuration guidance aligned to implementation best practices
- Prescriptive support for system setup
- Structured implementation sessions

Client is responsible for:

- Execution of system configuration
- Internal decision-making
- End-user training and operational readiness

Implementation sessions are delivered virtually as structured working sessions (1 hour, up to 12 participants), focused on configuration progress, decision-making, and guidance. Sessions are scheduled on a weekly or biweekly cadence as defined in the project plan.

### **Implementation Scope**

Vastian will support Client in the configuration and deployment of the MediaLab by Vastian platform.

Implementation is delivered through a structured approach combining:

- Self-paced learning
- Guided configuration
- Targeted implementation sessions

This model is designed to ensure long-term sustainability, internal ownership, and the ability for the Client to independently manage and scale the system post-implementation.

Unlike traditional service-heavy implementations, Vastian's model is designed to avoid dependency and enable rapid, sustainable adoption.

**Out of Scope (unless explicitly included):**

- Document upload or migration execution
- Data entry or system population
- End-user training delivery
- Policy or content creation
- Onsite support
- Custom development or configuration beyond standard capabilities
- Custom Application Programming Interface (API) development
- Human Resources Information System (HRIS) integration

**Implementation Activities**

Vastian will provide the following implementation activities during the Period of Implementation:

**Platform Setup**

- Establishment of Client-specific MediaLab by Vastian site(s)
- Initial system access configuration

**Kickoff & Project Planning**

- Conduct Implementation Kickoff session
- Align on:
  - Project timeline
  - Roles and responsibilities
  - Configuration approach
  - Project logistics

Vastian will provide a standard implementation project plan, aligned to applications in scope and the selected meeting cadence.

The project plan serves as the primary guide for execution throughout the implementation and outlines:

- Key phases and milestones
- Sequencing of activities
- Expected responsibilities

Implementation sessions will follow a weekly or biweekly cadence as defined during planning.

### **Project Management**

- Provision and maintenance of a standard implementation project plan
- Coordination of timeline, tasks, and dependencies
- Identification and communication of risks impacting delivery

Project management updates are provided as part of scheduled implementation sessions and are not delivered as separate meetings or reporting unless otherwise defined in an applicable Order Form.

Minor adjustments to sequencing and tasks may be made within scope. Material changes require a formal change order.

### **Training and Implementation Services**

- Implementation Specialist support
- Delivery of implementation sessions to guide system configuration
- Configuration guidance aligned to MediaLab by Vastian best practices

Implementation services are delivered by Vastian using a guided, administrator-led implementation model, enabling Client administrators to configure the system, support internal rollout, and train their own end users.

Client will be supported by an Implementation Specialist for the duration of each application or project phase. The assigned Implementation Specialist may change between applications or phases based on project needs and applications in scope.

Client will have access to self-paced training materials, including Deep Dive content and Help Center resources, and is expected to complete applicable training in advance of scheduled sessions.

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### **Implementation Effort by Application**

Implementation effort is cumulative and based on the applications purchased.

<b>Application</b>	<b>Self-Paced Effort (Estimated)</b>	<b>Essentials Sessions (Up To)</b>	<b>Enhanced Sessions (Up To)</b>
Document Control (DC)	15 hours	5 sessions	6 sessions
Compass (C)	15 hours	5 sessions	6 sessions
Intelligent Quality Engine (IQE)	15 hours	5 sessions	6 sessions
Personnel Documentation (PD)	11 hours	2 sessions	3 sessions
Compliance & CE (CCE)	10 hours	4 sessions	5 sessions
InspectionProof (IP)	10 hours	4 sessions	5 sessions

Each session represents a one (1) hour working session.

Scheduled sessions require a minimum of 24 hours' notice for cancellation or rescheduling. Client is permitted up to two (2) late cancellations without penalty. Additional late cancellations and missed sessions will be considered a completed session.

Ad hoc session requests and rescheduling are not guaranteed and are subject to resource availability.

Effort estimates may vary based on Client complexity and readiness.

### **Launch Support**

- Review of Client-prepared rollout and communication plans
- Guidance on go-live readiness and adoption considerations

Launch support is advisory in nature and does not include execution of rollout activities.

### **Add-On Services**

Additional services may be provided if defined in an applicable Order Form.

### **Implementation Plan**

The implementation will follow a structured approach aligned to Vastian's standard methodology. The plan below outlines the typical phases and progression of activities.

<b>Phase</b>	<b>Focus</b>	<b>Outcome</b>
Kickoff	Alignment and planning	Defined approach and responsibilities
Site Creation	System setup	Environment ready for configuration
Configuration & Build	System configuration	Workflows and structures established
Portal Review	Validation	System readiness confirmed
Training	Enablement	Administrator readiness
Launch Support	Go-live preparation	Successful rollout

### **Configuration Workstreams by Application**

Configuration workstreams will be executed based on applications in scope and may be combined to align workflows and streamline implementation.

Where applicable:

- **Document Control (DC) and InspectionProof (IP)** may be implemented together
- **Compass (C) and Compliance & CE (CCE)** may be implemented together

Activities may include:

#### **Document Control (DC)**

- Document structure and hierarchy setup
- Workflow and approval configuration
- Metadata and permissions alignment

#### **InspectionProof (IP)**

- Inspection templates and workflows
- Data capture configuration
- Reporting setup

#### **Compass (C)**

- Event and workflow configuration
- Process and form alignment
- Notification routing

#### **Compliance & CE (CCE)**

- Training program setup
- Course and assignment configuration
- Compliance tracking

### **Intelligent Quality Engine (IQE)**

- Audit and findings configuration
- Workflow setup and reporting

### **Operis (O)**

- Operational workflow configuration
- Data structure setup

### **Personnel Documentation (PD)**

- Personnel record configuration
- Training and documentation tracking

Specific sequencing and prioritization of activities will be defined in the project plan and may be adjusted based on project needs.

### **Implementation Duration**

Many Clients are able to activate core functionality and begin using the system early in the implementation process, with full setup continuing in parallel. Implementation duration is driven by session cadence and Client engagement, rather than a fixed calendar timeline.

Each application is typically completed over a defined number of implementation sessions, supported by self-paced preparation and Client-led configuration activities.

For planning purposes:

- Most applications are completed within 5–10 implementation sessions
- Sessions are conducted on a weekly or biweekly cadence
- Multiple applications may be implemented concurrently or in combination, where applicable

Total duration will vary based on:

- Number of applications in scope
- Client availability and participation
- Completion of prework and training
- Complexity of configuration decisions

Accelerated timelines may be achieved through increased session cadence and timely completion of Client responsibilities.

Delays in Client engagement, scheduling, or completion of required activities may extend the overall implementation duration. Delays most commonly occur when required client decisions, data preparation, or training completion are not completed in alignment with the project plan.

## **Project Team**

### **Vastian Responsibilities**

- Project Manager – delivery oversight and coordination
- Implementation Specialist – configuration guidance and coaching
- Support Team – post-launch support
- Client Success – adoption support
- Account Manager – commercial oversight
- Billing – invoicing support

The Project Manager and Implementation Specialist roles may be fulfilled by the same individual.

### **Client Engagement Responsibilities**

Client agrees to:

- Assign a project owner with decision-making authority
- Provide stakeholders and contacts to support project execution and communication (RACI)
- Participating in scheduled sessions and completing required prework
- Completing applicable self-paced training in advance of scheduled sessions
- Providing timely feedback, approvals, and required information
- Preparing and providing relevant data and documentation, including document porting inputs
- Allocating resources for configuration, testing, and administration
- Supporting technical setup (e.g., SSO, access)

Client is responsible for training end users.

Delays in Client engagement may impact delivery.

### **Communication Plan**

Vastian and Client will maintain regular communication to support alignment, progress, and issue resolution throughout the implementation.

- **Email Communication:** Ongoing coordination, scheduling, prework, and follow-up
- **Working Sessions:** Conducted per agreed project cadence (weekly or biweekly)
- **Project Updates:** Provided within implementation sessions, including progress, risks, and next steps

## **Issue Management & Escalation**

Project risks, issues, or concerns may be raised by either party and will be addressed as they arise within implementation sessions.

If an issue cannot be resolved through standard working sessions, it may be escalated through the following path:

### **Project-Level Escalation**

- Raised by Client or Vastian within implementation sessions or via direct communication
- Addressed by the Implementation Specialist and/or Project Manager

### **Management Escalation**

- If unresolved, escalated to appropriate management stakeholders from both Vastian and Client
- Focused on alignment, decision-making, and removal of blockers

### **Executive Escalation (if required)**

- Reserved for critical issues impacting timeline, scope, or overall project success
- May involve executive sponsors or senior leadership from either party

Escalations are intended to provide a clear and timely path for issue resolution and to maintain project momentum.

## **Dependencies and Assumptions**

- Effort depends on applications, complexity, and Client readiness
- Sessions are finite and allocated per application
- Unused sessions do not extend the implementation period

## **Completion Criteria**

Implementation is complete when:

- Configuration for in-scope applications is completed
- Sessions are delivered or consumed
- Client administrators are enabled

- Knowledge transfer is complete

Vastian may deem the project complete if:

- Sessions are consumed, or
- Progress is delayed due to Client inaction

Additional sessions require a change order.

Implementation sessions may be reallocated to other in-scope activities by mutual agreement.

Ongoing adoption, optimization, and expansion are supported through Client Success following implementation.