



RevenueVision® On-Boarding Contracted Operations

SDG provides all the necessary contract setup, data loading, and training services for RevenueVision® customers to rapidly deploy RevenueVision® for their most important operations. Four contracts are pre-selected by the customer for inclusion in the “launch” training. The deployment approach ensures the most important business objectives are achieved quickly, staff disruption is minimal, and customers see immediate benefits from RevenueVision®. The key deployment activities include:

- Project kick-off call with SDG consultant and customer project team
- Collection of contracts, reports and other supporting documents for four selected contracts
- SDG completes initial setup of RevenueVision® and configuration of four contracts
- SDG loads up to 12 months of operational data for four contracts
- Two (2) on-site days of RevenueVision® “launch” training for up to five “full use” subscribers covering:
 - Navigation and overview
 - Contract register and revenue
 - Review and validation of setup of four contracts
 - Attachments
 - Contract dates and renewals
 - Alerts
 - Statistic types and data loading
 - Standard reports
 - Adhoc Analysis reports
- Two to three weeks after launch training is completed, one (1) additional on-site training day for up to five “full use” subscribers covering the following (where applicable):
 - Entering a new organization
 - Entering a new contract
 - Dashboards
 - Tools and Features, including global search, shares, calendar and dates view, audit log
- Following the completion of training, SDG offers optional continuing services to those customers who need:
 - Setup and configuration of additional contracts
 - Additional data loading

The graphic below illustrates a typical RevenueVision® project timeline with key activities and average durations.



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| <ul style="list-style-type: none"> • Project kick-off call • Customer provides contracts, reports, and other documents to SDG • Customer confirms training dates and trainees | <ul style="list-style-type: none"> • SDG configures system • SDG sets up four selected contracts • SDG loads 12 months of data on selected contracts | <ul style="list-style-type: none"> • Launch training for "update" users • Led by SDG instructor • Topics focused on managing four contracts | <ul style="list-style-type: none"> • RevenueVision® is Live for 4 Contracts | <ul style="list-style-type: none"> • Additional training for "update" users • Led by SDG instructor • Topics may include entering new contracts, tools and features | <ul style="list-style-type: none"> • Optional services for additional contracts and data loading • Phone and Web-based SDG Support services |
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SDG is responsible for the following:

- ✓ Coordinating the project kick-off call and collecting customer documents
- ✓ Configuration of RevenueVision® application
- ✓ Setup of four contracts and loading operational data
- ✓ Conducting the onsite training classes
- ✓ Providing optional continuing services as requested by customer
- ✓ Providing ongoing support to customer subscribers

Customer is responsible for the following:

- ✓ Providing electronic copies of four contracts to be entered into RevenueVision®
- ✓ Providing electronic copies of vendor and activity reports and other documents related to four contracts
- ✓ Providing a training location including workstations and Internet connectivity for the onsite training sessions