

CENTRIC SMB PROJECT DETAILS

Appointment of Knowledgeable Customer Representative. Upon execution of the Agreement, Customer shall promptly designate and provide one dedicated resource to act as both a subject matter expert (“SME”) and a project manager (“PM”). Such individual will be the sole contact point between Customer and Centric Software. As a result, such role is critical for the success of the implementation. The SME is the system owner, assume responsibility for process/system procedure mapping per Customer’s business requirements, and provide requirements for system configuration. The PM is responsible for pushing the project forward and causing Customer to successfully adhere to the established timeline outlined by the Centric Software Business Consultant (“BC”). Centric Software BC will guide Customer SME/PM to become a CentricSMB expert with a focus on ramping up the Customer SME/PM’s expertise.

Timeline: The duration of the Centric SMB implementation is estimated to be no more than twelve (12) weeks from Kick-off to deploying the production environment; provided that the pre-configured implementation provided by Centric Software is utilized and all work is continuous with no stoppages or delays. Deployment of the production environment shall be considered the completion of Centric Software’s obligations related to the implementation. Where implementation is not completed within the twelve (12) week timeframe, additional Consulting Services days (time and materials) must be purchased.

Time Commitment. The Centric Software BC will guide the Customer SME/PM and ramp up their expertise on Centric SMB functionality. Customer SME/PM shall be available twice a week for two-hour sessions for the course of the twelve (12) week implementation window. The Customer SME/PM is responsible for achieving end-user adoption in alignment with Customer business processes and Centric SMB functionality per the timeline noted above, while the Centric Software BC is responsible for delivering the configuration.

Customer SME/PM’s obligations include, without limitation:

- work as a liaison between Customer and Centric Software;
- analyzes and conveys Customer priorities and requirements for SMB topics;
- drives internal requirements finalization, internal User Acceptance Training (UAT), and End-User Training;
- ability to deliver internal training within Customer organization on the SMB Solution (after receiving Centric Software’s ‘train-the-trainer’ training)
- provides Centric Software BC with a complete walkthrough of Customer scenarios based on Centric’s configuration to fine tune knowledge transfer of key concepts
- owns sign-off, internal Go Live preparation and planning; AND
- ability to provide first line of ongoing support;

Customer SME/PM requirements:

- detailed knowledge of Customer business processes and requirement priorities;
- embraces technology and has ability to map Customer process to solution elements;
- ability to work with Customer process and stakeholders to reach design decisions and push project forward;
- authority within Customer to drive decision making;
- aptitude for technology; AND
- self-learner.

Customer SME/PM is recommended to have the following:

- experience in product development processes
- knowledge of customer business processes/ customer teams to accelerate requirements finalization;
- basic understanding of computer application configuration and scripting.

Scope	Modules Include	Centric PLM Core Modules <ul style="list-style-type: none"> • Product Specification • Material Management • Product Sourcing • Calendar Management • Adobe CSX Connect
	Modules Not Included	Centric PLM Advanced/Enterprise Modules: <ul style="list-style-type: none"> • Collection Management • Quality • Merchandise Planning • Collection Management • Proofing • Product Specification
	Data Loads	<ul style="list-style-type: none"> • Not included • Library data load Consulting Services can be purchased as optional Time & Materials for implementation after the configuration has been finalized.

		<ul style="list-style-type: none"> Style Data load are supported with Consulting Services only, which may be purchased as optional Time & Materials for implementation after the configuration has been finalized. Style data sheets (BOMs, Style Charts, etc. and tech packs are not supported.
	Integrations	<ul style="list-style-type: none"> Integrations (Gateway) – can be purchased with Consulting Services only, which can be purchased as optional Time & Materials for implementation after the configuration has been finalized. System integration scenarios against Centric SMB can be addressed via Centric PLM REST API* with Centric PLM REST API Consulting Services that may be separately purchased. Configuration should adhere to strict SMB rules for auto-upgrade of SMB configurations <p>*Centric Software currently bundles Centric PLM REST API as part of the SMB product.</p>
	Mobile Apps	<ul style="list-style-type: none"> SMB compatible Mobile Apps available for purchase
	Methodology	<ul style="list-style-type: none"> Remote delivery: online meetings
	Duration	<ul style="list-style-type: none"> From Kick-Off to Go-live: 12 weeks. Extended timing will require a Time & Materials Consulting Service Pool days.
Deployment	Collaboration	<ul style="list-style-type: none"> Centric Business Consultant to work with one Customer SME/PM Midstream replacement of SME/PM will cause delays and may require Time & Materials Consulting Services Pool