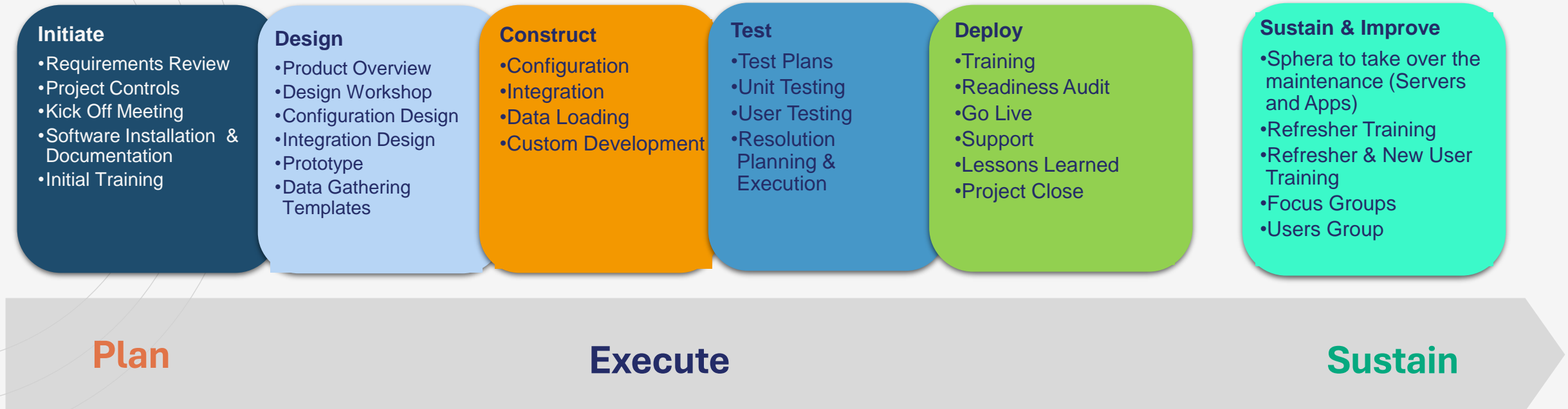




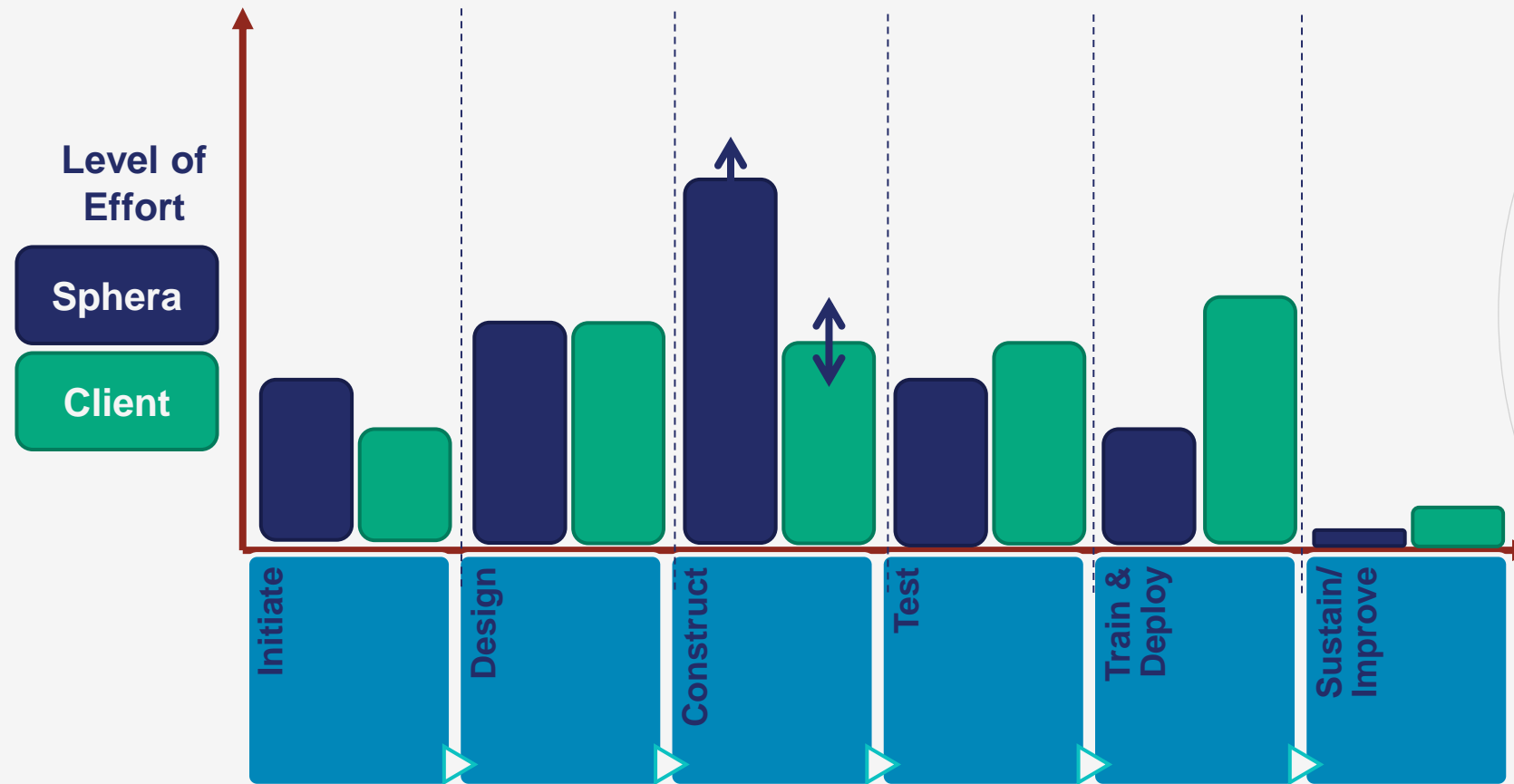
Solution Implementation
Methodology Overview

Implementation Methodology

A proven project methodology is used as the backbone to the project plan



Project Phases & Associated Effort



** Acceptance & education steps are built into each phase of the project.

** Close coordination of team is done through frequent communication.

Sustainment Services

Sustainment Services

- **Sustainment Services** ensures that the Client's PCS solution is kept up to date with the quarterly data content updates and application upgrades released during each calendar year. Moreover,
 - It does this in a predictable and cost effective way and it can be tailored to a Client's needs
 - It can be implemented for Clients who have their PCS solution deployed on premise or hosted
- Sphera is routinely adding important updates for legislation or standards such as GHS, REACH, and EU CLP
 - Our data content includes updates to several hundred global lists, including occupational exposure limits, inventory lists, carcinogen lists, banned/restricted chemicals, and toxicity data on mammals and aquatic species.

Key features of Sustainment Service

- Intelligent Authoring or Compliance Engine upgrades
- Datalink / Transport Datalink updates
- Productivity tool and custom application upgrades
- Regulatory and business consultancy
- Technical review and monitoring
- Program management (weekly meetings, tracking issues)

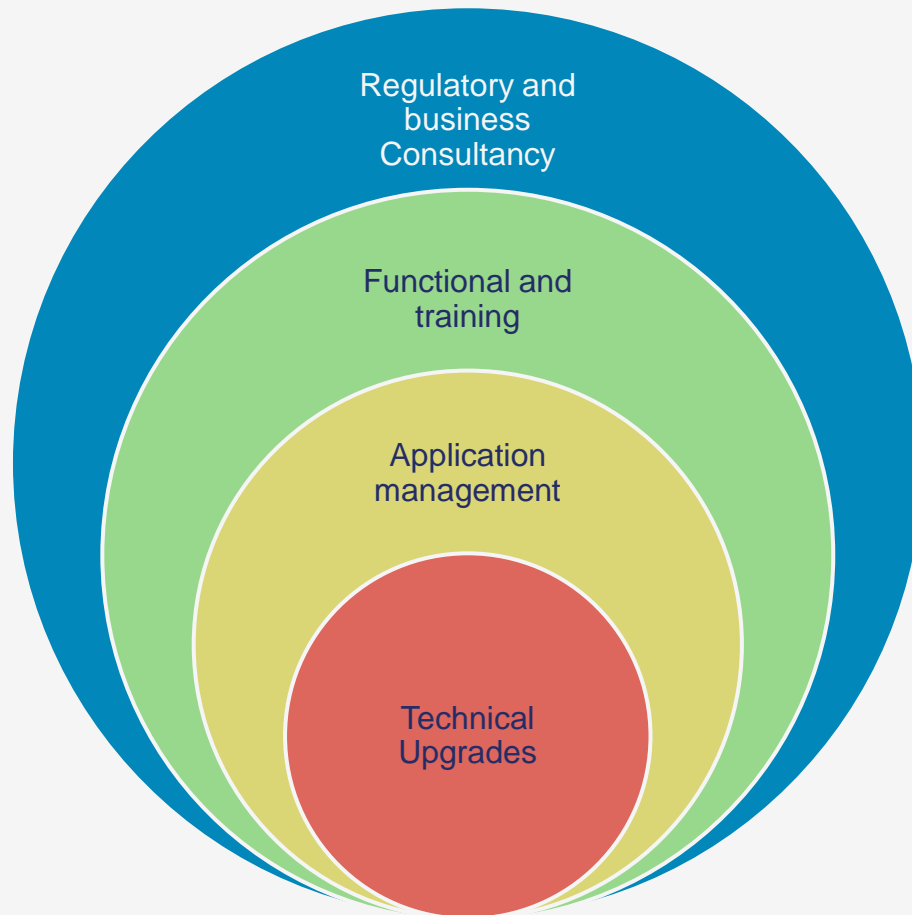
Sustainment Benefits

- Ensure Client's investment is always up-to-date, in a timely and efficient fashion
- Ensure compliance by providing client priority "reservation" for upgrades
- Maximize Return on Investment (ROI)
- Reduced total cost of ownership (TCO)
 - Client can optimize internal resources and define an optimal organizational structure
 - Predictable cost & budgeting
- Provides client with priority access to technical and regulatory expertise (over non-participating customers)
- Gain efficiencies as program rolls on
- Strengthens Client/Vendor relationship – we become a trusted partner and have a vested interest in the success of the solution

Maintenance vs. Sustainment Matrix

Software, Tools , Activities	Support	New Releases, Service packs & hotfixes	Upgrade deployment
Intelligent Authoring / Compliance Engine	Maintenance	Maintenance	Sustainment
Comply Plus / Document Manager	Maintenance	Maintenance	Sustainment
Managed Regulatory Content / Data Link	Subscription	Subscription	Sustainment
Productivity Tools	Maintenance	Maintenance	Sustainment
Custom tools and elements	Sustainment	Sustainment	Sustainment

Layered Model



Regulatory, functional and business consulting, Regular onsite meetings. Process support

Best practices (SOP), training, guidance, functional health check, content assessment, functional and regulatory support during upgrades, support UAT, Workshops.

Solution maintenance (customizations). Proactive monitoring, technical Health Check, Before/after content reports.

Planning and Roadmap, Technical Upgrades to IA , Productivity tools and datalink, incident management, program management



Sphera is the leading global provider of integrated sustainability, risk & performance management software, data and services.

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