

## Go Live Implementation Support

### Executive Summary

This document outlines the process for transitioning a V5 Traceability sandbox setup, initially hosted by SG Systems Global on AWS, to a production environment. Typically, this involves migrating the setup from AWS to a customer's on-premise or cloud server, where the V5 applications and database will support the live environment. The process includes installing and configuring all purchased options within V5 Traceability, ensuring a seamless transition to live production.

### Go Live Support Objectives

SG Systems Global is committed to providing immediate remote support during the early stages of live deployment. The primary goal is to ensure a seamless transition from project implementation to full operation, minimizing disruptions and addressing any issues swiftly. This support is crucial during a period when users may face unexpected challenges, and the need for prompt, effective communication and problem resolution is high.

### Support Activities and Scenarios

#### User Assistance & Troubleshooting

As users begin to interact with the live system, they may encounter new processes that require additional support. Our team provides remote assistance to users who are struggling, troubleshooting errors, and guiding them through correct procedures. We are also prepared to offer additional training sessions if necessary to ensure that all users are comfortable and confident with the system.

#### Rapid Issue Resolution

During the Go Live phase, our implementation engineers and project managers will be on standby to address any urgent system issues that users report. We prioritize and escalate critical problems, implementing quick fixes or workarounds as needed. Our goal is to resolve critical issues within 1 hour or sooner, ensuring that the system remains operational and that any disruptions are minimized. In cases where resolution cannot be achieved within an hour, SG Systems Global will communicate a clear resolution pathway and timeline so that the client may preserve operations in the most efficient way possible.

#### Client Communication & Support Coordination

We maintain regular communication with client teams throughout the Go Live process. This includes frequent check-ins to address concerns, provide updates on the status of issue resolution, and manage client expectations during high-pressure situations. Timely and clear communication is key to reducing anxiety and ensuring that all stakeholders are informed and reassured.

#### System Monitoring & Performance Tuning

Throughout the Go Live period, we closely monitor system performance and stability. This includes identifying any bottlenecks or performance issues that could impact operations. Our team will make

necessary adjustments to optimize system performance, responding to any issues within 1 hour of detection to ensure the system continues to function smoothly.

#### **Post-Go Live Adjustments**

Based on user feedback during the initial live operations, we implement any necessary configuration changes to better align the system with operational needs. We promptly update system settings and document these changes, communicating them to all relevant stakeholders to maintain transparency and continuity.

#### **Final Sign-Off & Transition to Standard Support**

At the conclusion of the Go Live support period, we ensure that all critical issues have been resolved. We then transition the client from Go Live support to our standard support services, conducting a final review with the client to confirm that they are satisfied with the system's performance and that no outstanding critical issues remain.

#### **Defect & Issue Log**

During the Go Live phase, all defects and issues are documented in SG Systems Support Case log. This includes identifying the issue, categorizing its severity level (Critical, High, Medium, Low), and tracking its resolution status (Pending, In Progress, Resolved). Regular updates are provided to the client, ensuring full transparency throughout the process.