

Table of Contents

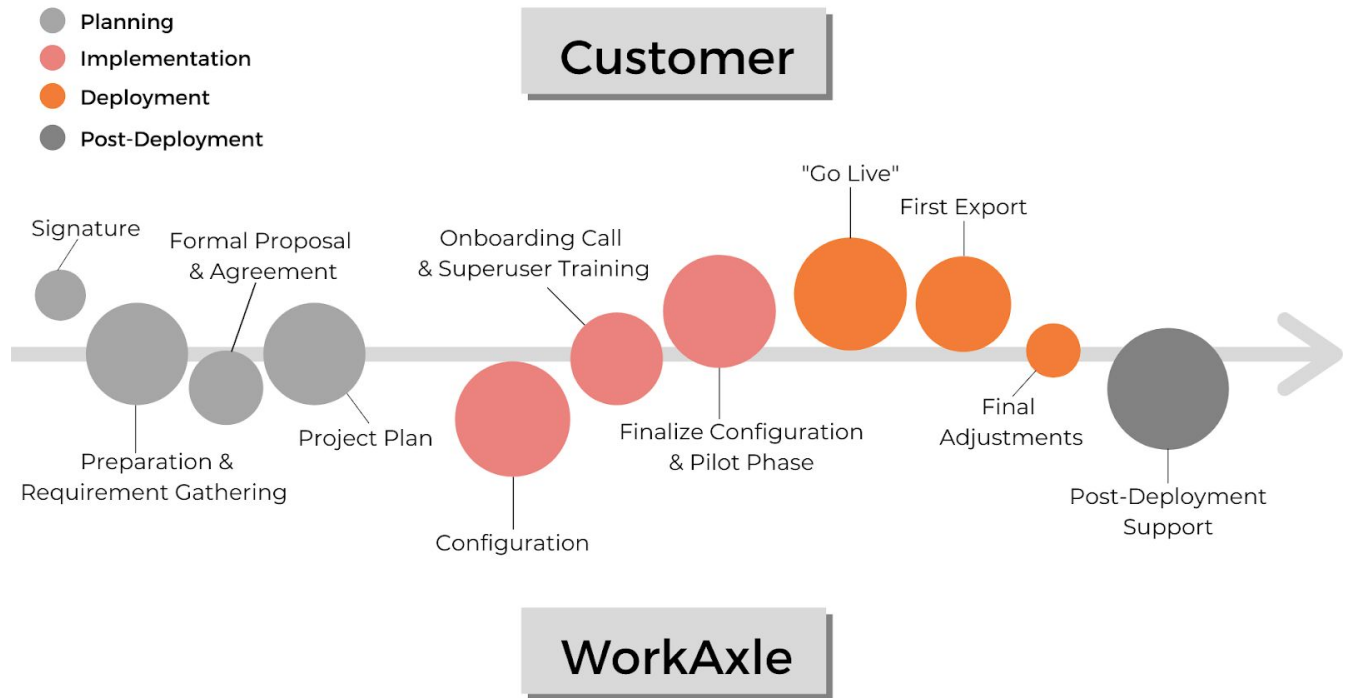
Section	Page Number
I. Overview	2
II. Planning	3
III. Implementation	3
IV. Deployment	4
V. Post-Deployment	5

WorkAxle Project Methodology

This Document describes how WorkAxle's Project methodology from the perspective of a standard project. At the inception of a new project, WorkAxle will create a detailed plan, in partnership with the customer.

I. Overview of the WorkAxle Project Methodology

A WorkAxle project is divided into four different phases, with each phase consisting of a number of important milestones. The image below visualises the project methodology from start to finish. The size of each milestone is in relation to the time and effort put into said milestone. The placement of the milestone on the chart indicates with whom lies the major responsibility for the milestone (the customer or WorkAxle).



WorkAxle Project Methodology

II. Planning

A. Signature

Initial WorkAxle agreement and related documents signed by both parties.

B. Preparation and Requirement Gathering

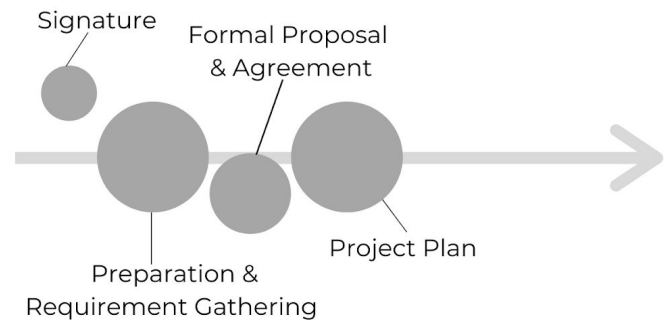
Based on the demos given by one of WorkAxle's product specialists, the customer creates a more detailed list of their needs and what they expect from the system. The information from the customer must also include organisation structure, detailed scheduling processes, rules, payroll, etc. This list of requirements and complementary information is shared with WorkAxle so that they may evaluate and adjust the requirements (through communication with and approval from the customer). This allows WorkAxle to determine the level of customization needed from the customer, and draft a formal proposal.

C. Formal Proposal & Agreement

The formal proposal is shared with the customer, along with WorkAxle's assessment of the customer's needs, the terms of the agreement, the price of the project and the projected timeline for implementation. Once the customer agrees to the contents of the proposal, both parties sign a formal agreement.

D. Project Plan

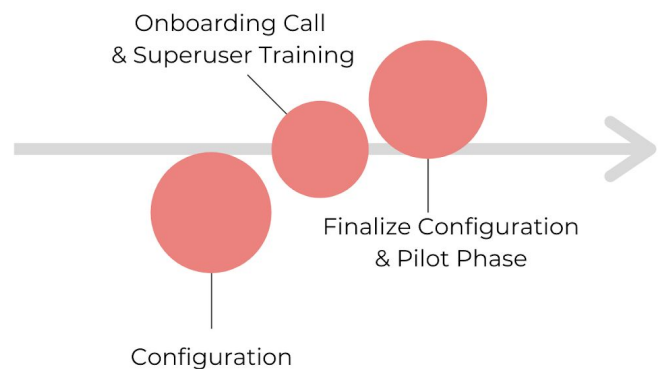
The Customer and their designated WorkAxle product specialist make a plan and layout the timeline for the project.



III. Implementation

A. Configuration

Based on the information and requirements gathered from the customer, WorkAxle decides on a core setup for the account. The specialist and WorkAxle developers go through a possible set up and



make decisions where there are different options available. Developers will also roll out any new features that have been agreed upon in the formal agreement. The account is then finalized by the product specialist in preparation for the onboarding call with the customer.

B. Onboarding Call and Super User Training

The product specialist has an initial onboarding call with the customer's designated Superusers. To be able to implement WorkAxle's solution, the Superusers are given a walkthrough of their customized account, and are taught how to properly use the system. Depending on the complexity of the system needed for the customer, this walkthrough can be spread over many sessions. These Superusers will be the product specialist's main points of contact, and will be the ones to teach the rest of the organisation's users how to use the system.

C. Finalise Configuration and Pilot Phase

Once the Superusers have had their training, they are encouraged to invite a test segment of the users to the platform, and begin using the system in one or two of the organisation's locations. This will be their initial pilot phase (usually lasting one pay period), and they will be in constant contact with their designated product specialist to work out any kinks and/or evaluate any new requirements they may uncover during the pilot phase. The evaluation of the system during the pilot phase will allow the customer and product specialist to decide whether it adequately fits the organisation's needs.

IV. Deployment

A. "Go Live"

Once the Pilot Phase is complete, and the customer is satisfied with the configuration of their account, they can invite the rest of the users to the platform and begin using the system for the entirety of their organisation. During this time, the product specialist is still regularly checking in with the customer to ensure that all is going smoothly.



WorkAxle Project Methodology

B. First Export

If the customer has a payroll integration, the customer can do their first export with the data collected over the first pay period using the system.

C. Final Adjustments

After the system has been used for its first pay period, small adjustments might be necessary. The customer and the product specialist will work together to address the changes, if need be.

V. Post-Deployment

The customer and the product specialist will go through any remaining questions, and discuss any further adjustments that are needed. WorkAxle is committed to around-the-clock continued support and rapid response times following a project, should the customer need anything else.

