Introduction
The following guide is intended to provide an overview of the typical Monsoon Commerce implementation experience, processes and tasks to help customers prepare for their Monsoon Stone Edge software implementation project.

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Monsoon Commerce is Here for You

The Monsoon Commerce professional services team strives for 100% customer satisfaction. We assign a project manager to guide you from project start to finish and collaborate with you to create a mutually agreed upon plan for project scope, roles, and timeline during the initial phase of the implementation. We also promise you availability, security, and reliability of your solution. Our commitment to customers also extends to support. When you contact our support team, you will receive an acknowledgement within an hour and resolution within specified timeframes based on the severity of the issue.

Principles of the Monsoon Stone Edge Implementation Process

- **Speed** — We fast track our implementations to quickly deliver Monsoon Stone Edge for maximum return on investment.

- **Quality** — We strive to understand the specific needs and success criteria for each customer to provide the correct Monsoon Stone Edge configuration with the right focus.

- **Consistency** — We utilize a unified implementation methodology.

- **Comprehensiveness** — We leverage all Monsoon Commerce and partner resources to ensure your ultimate success.

Our Process is Led by a Dedicated Team

- **Project management** — Manages the implementation process and delivers a successful project.

- **Technology services** — Coordinates requirement definitions, software installation, technical configuration, and rollout.

- **Training and education** — Ensures the effective transfer of knowledge to guarantee high-usage and benefits recognition.

- **Technical support** — Resolves post-production incidents to minimize disruptions.
Monsoon Stone Edge Implementation Lifecycle
The implementation methodology is a framework of phases, tasks, and milestones based on best practices and years of Monsoon Commerce professional services experience. The methodology helps enable repeatability and expectations management, which are critical to implementation success.

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<td>050 - Evaluate</td>
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<tr>
<td>Document high-level solution requirements; determine implementation readiness; and estimate optional additional services and costs.</td>
<td>Summarize project scope and cost estimates, generate Statement of Work, execute Professional Services Agreement and finalize the project plan.</td>
<td>Conduct reviews, deliver final product documentation, appoint support contacts, conduct level-I support training, and transition customer to Customer Support.</td>
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<td>Install, configure, test and stabilize the pre-production software environment.</td>
<td>Conduct design workshop, perform functional and technical design, formulate data adoption strategies, finalize system architecture and create testing protocols.</td>
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<td>Determine the business needs and goals driving the need for solution enhancement; define functional and technical specifications; and determine project scope.</td>
<td>Modify the necessary business objects, entity relationships, user interfaces and third-party integration nodes; validate and test the development efforts; and document all customizations.</td>
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<td>Transition system from pre-production to production environment; hold system training, and prepare customer for transfer to Technical Support.</td>
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Our Quick Start Program Achieves Rapid Production and is the Choice for the Majority of our Customers

- We begin by clearly defining the project scope and objectives through comprehensive discovery (Phase 050 - Evaluate).
- The technical infrastructure and software is installed in a pre-production environment (Phase 100 - Install).
- Extensive testing and customer acceptance reviews to ensure project requirements are met lead to cutover to the production environment (Phase 600 - Deploy).
- Functional and technical training are delivered to maximize system usage before a final transition to technical support (Phase 700 - Support).

050 - Evaluate
Document high-level solution requirements; determine implementation readiness; and estimate optional additional services and costs.

100 - Install
Install, configure, test, and stabilize the pre-production software environment.

200 - Discover
Determine the business needs and goals driving the need for solution enhancement; define functional and technical specifications; and determine project scope.

300 - Plan
Summarize project scope and cost estimates; generate Statement of Work; execute Professional Services Agreement and finalize the project plan.

400 - Design
Conduct design workshop; perform functional and technical design; formulate data adoption strategies; finalize system architecture and create testing protocols.

500 - Develop
Modify the necessary business objects; entity relationships; user interfaces and third-party integration nodes; validate and test the development efforts; and document all customizations.

600 - Deploy
Transition system from pre-production to production environment; hold system training; and prepare customer for transfer to Technical Support.

700 - Support
Conduct reviews; deliver final product documentation; appoint support contacts; conduct level-1 support training; and transition customer to Customer Support.
Our Methodology Easily Accommodates Software Customizations Through Additional Phases

- We seek to determine the specialized business needs and goals for software customization, document business processes, and develop the overall project plan (Phase 200 - Discover and Phase 300 - Plan).
- We then define the feature, functions, look, and feel of the customizations, as well as how the solution will be engineered, validated, and tested (Phase 400 - Design).
- Customizations are built per specifications, while technical reviews ensure the additions will work as specified (Phase 500 - Develop).
- Code undergoes rigorous QA and is then migrated to the production environment.

### Assess
- **050 Evaluate**
  - Document high-level solution requirements; determine implementation readiness; and determine estimated project scope and costs.
- **100 Install**
  - Install, configure, test and stabilize the pre-production software environment.
- **200 Discover**
  - Determine the business needs and goals driving the need for solution enhancement; define functional and technical specifications; and determine project scope.

### Deliver
- **300 Plan**
  - Summarize project scope and cost estimates; generate Statement of Work; execute Professional Services Agreement; and finalize the project plan.
- **400 Design**
  - Conduct design workshop; perform functional and technical design; formulate data adoption strategies; finalize system architecture; and create testing protocols.
- **500 Develop**
  - Modify the necessary business objects, entity relationships, user interfaces and third-party integration nodes; validate and test the development efforts; and document all customizations.
- **600 Deploy**
  - Transition system from pre-production to production environment; hold system training; and prepare customer for transfer to Technical Support.

### Support
- **700 Support**
  - Conduct reviews, deliver final product documentation, appoint support contacts, conduct level-1 support training, and transition customer to Customer Support.
Getting Started: Preparing for the Implementation Project
Upon purchasing Monsoon Stone Edge, customers receive a welcome letter which includes a series of best practice guides and getting-started documents to help customers prepare for the implementation. In parallel, Monsoon Commerce internally performs a thorough sales transition review to ensure the implementation project team fully understands the customer’s goals, requirements, and solution scope. Shortly thereafter, the Monsoon Commerce implementation project manager coordinates with the customer lead to schedule the project kick-off and formally begin the project.

Implementation Project: A Phased Approach
Monsoon Commerce professional services follows an implementation approach that pairs a Monsoon Commerce project team with a customer project team. There are four key phases:

- **Phase 050 - Evaluate** — A designated Monsoon Commerce technical consultant will partner with the customer to review our implementation process and methodologies; define and document key project assumptions and goals; define and document customer business processes; define and document customer functional requirements; define and document required third-party applications; and define and document all integration interfaces. The end result is the production of the Customer Readiness Assessment and Project Summary.

- **Phase 100 - Install** — In this phase, we assure that the customer has secured the necessary hardware, peripherals, and third-party software for implementation. Your technical consultant will install and configure the Monsoon Stone Edge software, load test data, and stabilize the testing environment.

- **Phase 200 - Discover** — Our technical consultant will determine project scope; define functional and technical requirements; define and document data/data conversion requirements; define and document third-party integration nodes; and define and document system gaps and open issues, resulting in the production of a formal Project Scope and Cost Estimate.

- **Phase 300 - Plan** — In this phase, we use the results of the previous phases to generate a Statement of Work; execute the Professional Services Agreement; define timeline and phasing; and define the Project Plan.

- **Phase 400 - Design** — Your Monsoon Commerce technical consultant will define the use cases and requirements for Monsoon Stone Edge modifications; create functional specifications for these modifications; and define the technical specifications and modification pathways. In addition, we will define the data model and its attributes; define data migration requirements; create functional and technical testing scripts and define test scripts and user acceptance criteria. Formal Functional Design Specifications, Technical Design Specifications, Data Adoption Specifications, and Testing Specifications are produced at the end of this phase.
Phase 500 - Develop – In this phase our development team will modify/develop business objects, entity relationships, user interfaces and/or third-party interfaces; unit, string, regression, and end-to-end test the development efforts; migrate test code to the QA environment; conduct QA and user acceptability testing; update the solution architecture, user documentation, and training materials; and document the “as-built” environment.

Phase 600 - Deploy – Here we deploy Monsoon Stone Edge to the production environment; initiate internal rollout, conduct system training, and notify technical support of the customer cutover.

Phase 700 - Support – Finally, your Monsoon Commerce technical consultant will deliver the final product documentation. The customer will appoint primary and alternate technical support contacts so that Level 1 technical support training can be completed. The customer is transitioned to technical support where the process operates according to the Annual Software Maintenance and Technical Support Guide. Finally, the process draws to a close with the Customer Go-Live Acknowledgement.

Implementation Project Details
Below are additional details about Monsoon Commerce implementation projects.

General Project Activities
Listed below are typical project activities to help a customer plan and prepare for their Monsoon Commerce project.

♦ Kickoff meeting – This meeting is where the Monsoon Commerce implementation services team meets with their respective customer counterparts to determine requirements, contact persons, and project deliverable expectations.

♦ Core team training – Monsoon Commerce professional implementation services desires the customer be a successful owner of the completed implementation. By training the customer team as early as possible, the customer will be better able to assist with design decisions made during later phases, and ready to accept ownership of various implementation modules once they have been completed.

♦ End user training – End users will be required to attend pre-recorded training sessions during the course of the implementation to enable them to participate in user acceptance testing as well as be active users of the production system at go-live.

♦ Data gathering – Customer must provide cleansed data from legacy system in the Monsoon Stone Edge data template format. Data will need to be translated from legacy data format to the formats required for upload into the Monsoon Stone Edge software.

♦ Readiness assessment – The customer’s project readiness will be analyzed in detail and a report on findings will be produced.
Provision and configure the system – Monsoon Stone Edge will be provisioned and its core modules configured based on customer requirements. Data will be loaded from populated templates or entered into the system manually. Users will be created and permissions assigned. Workflow will be configured and business processes mapped, and integration nodes to third-party products will be created.

User acceptance testing – Users of Monsoon Stone Edge will conduct end-to-end testing in a sandbox environment copied from the production-configured Monsoon Stone Edge system.

Project leadership activities – This activity spans the duration of the project. Monsoon Commerce implementation services will provide the customer implementation team with regular project status reports, issues and action items, and resolution details.

Key Project Sign-Offs
The following are critical customer sign-offs during a Monsoon Stone Edge implementation project.

Project start and go-live date – Mutually agreeable dates to begin the project and go-live on Monsoon Stone Edge. First version of the detailed project plan is created by Monsoon Commerce based upon these dates. Customer sign-off is acknowledgement that these dates are acceptable and the customer will complete the project plan tasks as required and scheduled.

Detailed project plan – Created by a Monsoon Commerce technical consultant at the end of Phase 300 - Plan.

Statement of work – If an implementation involves onsite assistance, software customizations or system integration services, the customer is responsible for validation and sign-off on the Statement of Work which captures specific customer requirements. Changes to the Statement of Work after sign-off require that a formal Change Order be agreed upon and may lead to additional professional services fees.

Go-live acknowledgement – Upon go-live with the Monsoon Stone Edge production environment, the customer provides sign-off that the system has been configured and implemented, users have been trained, and transition to technical support has been completed.
Implementation Best Practices
Based on more than 2,500 Monsoon Stone Edge implementations in a variety of industries, we have identified the following best practices:

**Staffing**
- Assemble your team and assign roles at the start of the project so that they can gain as much experience and knowledge from the implementation as possible.
- Attend training at the start of the implementation to familiarize yourself with Monsoon Stone Edge software and available configuration options. Prior to going “live” make sure to refresh your knowledge.
- Practice using your newly-acquired Monsoon Stone Edge knowledge in a test or training environment both during and after the implementation to understand how configuration changes and new features can support your business process.
- Develop a project timeline with realistic time commitments and then hold the team accountable for meeting the established project timeline.
- Build internal functional and technical expertise in Monsoon Stone Edge to support increased adoption and consistency across the organization, as well as maintain the ability to perform initial troubleshooting.
- Ensure at least one team resource is knowledgeable in Monsoon Stone Edge and its specific application in your business.

**Data**
- Familiarize yourself with the data field utilized by Monsoon Stone Edge.
- Cleanse your data prior to migration to Monsoon Stone Edge.

**Execution**
- Ensure influential executive sponsorship and visibility of the initiative.
- Prioritize the Monsoon Stone Edge implementation so that other initiatives do not create project delays.
- Monitor project progress and scope changes.
- Promote and encourage adoption.
- Establish project objectives and assess achievement at the conclusion of the project.
Monsoon Commerce Responsibilities
Monsoon Commerce will designate an individual from its organization to serve as the Monsoon Commerce project manager, and to be the customer’s primary contact with Monsoon Commerce. The Monsoon Commerce project manager will be responsible for the overall project delivery including:

- Management of scope
- Planning, scheduling, and project controls
- Conducting status meetings
- Preparing status reports
- Other activities as specified in the Statement of Work

Customer Responsibilities
Customer will assign an individual to serve as project coordinator and be the Monsoon Commerce primary contact. Customer’s project coordinator will have full authority to act on behalf of customer with respect to:

- Managing customer’s deliverables for the project
- Accepting project deliverables and authorizing payments
- If necessary providing facility and meeting coordination at customer’s site
- Reviewing and approving documents and sign-offs
- Arranging interviews
- Interfacing with Monsoon Commerce to ensure there is an efficient exchange of information and that important and timely decisions are made
- Other activities as specified in the Statement of Work

Because of the responsibilities of the position, customer’s project coordinator must have decision and signatory authority and must be a dedicated resource on a full-time basis.
After the Implementation Project
A customer’s relationship with Monsoon Commerce does not end upon project completion. Rather, Monsoon Commerce invests heavily in ensuring a customer’s needs continue to be met. Customer success is primarily focused on the following key areas:

- Proactive account management
- Post-implementation health checks
- Custom training
- Business consulting
- Version upgrades
- Technical support

Monsoon Stone Edge technical support is available to assist you with any product-related issues you cannot resolve on your own. Dedicated support includes robust self-service online help tools, a comprehensive knowledge base, and user forum, as well as direct interactive assistance through telephone and instant online chat. Please consult our Annual Software Maintenance and Technical Support Guide for more information.

Limited Warranty
With respect to the implementation services, Monsoon Commerce warrants to customer that, for a period of 90 calendar days after the date of delivery of such services to customer (“services warranty period”), such services will substantially conform to any applicable functional specifications for such services that are described in this document, the Statement of Work, or any Addendum or Change Order thereto. If any service does not perform as expressly warranted in this section, customer will notify Monsoon Commerce in writing and Monsoon Commerce will, at its sole option and expense: (i) replace or modify such service with a service that performs as expressly warranted in this section; or (ii) if Monsoon Commerce determines that the foregoing is not commercially reasonable, accept return of such service (if applicable) and refund to customer the fees paid by customer associated with such service under this agreement. The foregoing limited warranty does not cover repair or replacement of or refunds for any service if the nonconformity to such limited warranty is caused, in whole or in part, by: (i) alteration, modification or correction other than by Monsoon Commerce; (ii) software, hardware or interfacing not provided or specified in the Statement of Work by Monsoon Commerce; (iii) abuse, misuse or improper installation; or (iv) a change to Customer’s computing environment that would affect the specific service. THE FOREGOING PROVISIONS STATE THE ENTIRE OBLIGATION OF MONSOON COMMERCE AND THE EXCLUSIVE REMEDY OF THE CUSTOMER, WITH RESPECT TO ANY BREACH OF LIMITED WARRANTY.
Limitation of Liability

EXCEPT FOR THE LIMITED WARRANTY SET FORTH PREVIOUSLY, THE MONSOON COMMERCE AGGREGATE LIABILITY IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE: (A) WITH RESPECT TO OR IN CONNECTION WITH ANY PROVISION OF THE SERVICES; (B) FOR ANY DAMAGES CAUSED BY OR RELATED TO THE SOFTWARE OR SERVICES OR ANY DEFECT OR FAILURE IN THE SOFTWARE OR SERVICES; OR (C) IF A COURT OF COMPETENT JURISDICTION HOLDS ANY OF THE ABOVE LIMITATIONS OR DISCLAIMERS INVALID, SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY LICENSEE TO MONSOON COMMERCE. THE MONSOON COMMERCE LIABILITY IS CUMULATIVE, WITH ALL OF CUSTOMER’S LOSSES BEING AGGREGATED TO DETERMINE SATISFACTION OF THE LIMIT.