



Clients First quotes typically show three estimates as outlined below; Light, Shared, and Heavy Vendor Participation.

## Service Options Definition

### Light Vendor Participation

In a Light Vendor Participation engagement there are typically one or more users that have experience with the system being deployed or significant implementation skills to quickly absorb the system concepts. There is minimal follow up with the delegated tasks and the user takes full ownership over the system along with an active role in assuring suitability of the system to their needs. It is expected that the client will take an active role in expanding their knowledge of the system independently of Clients First. In addition, remote training tools will be leveraged for the education and analysis duties of these resources.

The following is a breakdown of the attributes you should evaluate when assessing your own implementation budgets:

Attribute	Value
Project Management	Skilled and Experienced
Project Team	Covers all areas and are decisive
User Experience	Advanced understanding of tasks and why they are required
User Ownership	Accepts full responsibility for the use of the system in their functional area
User Initiative	Actively seeks out the next task and accepts responsibility to test all transaction types
User Availability	Excellent availability and is not pressured to encroach on their personal time to participate in the implementation
Business Requirements	Straight forward. Requires no third party packages, customizations or integration.

## Shared Customer/Vendor Participation-Standard

A Shared Customer/Vendor Participation engagement is our most common type of implementation. This requires a normal level of participation where we have a committed project team coupled with a strong client project manager. We will work with the team to transfer product knowledge and analyze the client's specific business problems. The client is responsible for the delegated follow up tasks, and will promptly provide useful feedback when requested to help complete these tasks.

Attribute	Value
Project Management	Minimal to light experience
Project Team	Covers most areas of the business
User Experience	Mix of advance users and clerical role people.
User Ownership	Users have an interest in the system only as it pertains to their specific tasks.
User Initiative	Users have to be instructed the specific tasks to do and what to test.
User Availability	Good availability to complete their tasks. No work done in off hours unless specifically requested by upper management.
Business Requirements	Complex requirements and a small number of complex customizations or integration.

## Heavy Vendor Participation

A Heavy Vendor Participation engagements occurs relatively infrequently and is normally required to "save" or "keep the project going" in the event of a significant change within the company. Changes such as: new project leadership or company ownership, changes in the client's resources or in key areas of the business, the addition of new lines of business or the failure of a key resource to assume their responsibilities. In these cases we have to fill the gap, resulting in a Heavy Participation engagement. In these engagements, our implementation team is requested to maintain a very high on-site visibility to input data, manage users and directly guide individuals to do their work.

Attribute	Value
Project Management	Any
Project Team	Missing one or more key resources
User Experience	Varied
User Ownership	Users have an interest in the system only as it pertains to their specific tasks.
User Initiative	Minimal
User Availability	Stretched to complete normal daily tasks.
Business Requirements	Varied