



The Topia Implementation Methodology

Taking a hands-on approach to your success

Topia is the leading platform for global talent mobility. As such we've built our service delivery model and customer experiences from the ground up with a solid technology foundation.

The Professional Services team makes use of a validated implementation methodology that embeds best practices in technology configuration and project management, while ensuring flexibility to support our customer's unique goals and timelines.

A successful implementation project requires the right people, a proven process, solid decision making, sponsorship, and laser focus by a dedicated team of professionals. We do not outsource our implementations to third parties.

Our Implementation Goal

To provide you with a solution that embeds best practices, meets your needs, empowers your team and aligns with your company's strategy.

Our Approach to Implementations

Design

- Collaborative, on-site deep dives
- Agreed workstreams and phasing

Configure

- Prototyping and feedback
- Configuration to your unique needs

Test

- Regular demos
- Training to mobility + super users
- End-to-end testing
- Issue prioritization
- Data load for 'real' testing

Launch

- Final data load
- Launch and support
- Transition to Customer Success Manager

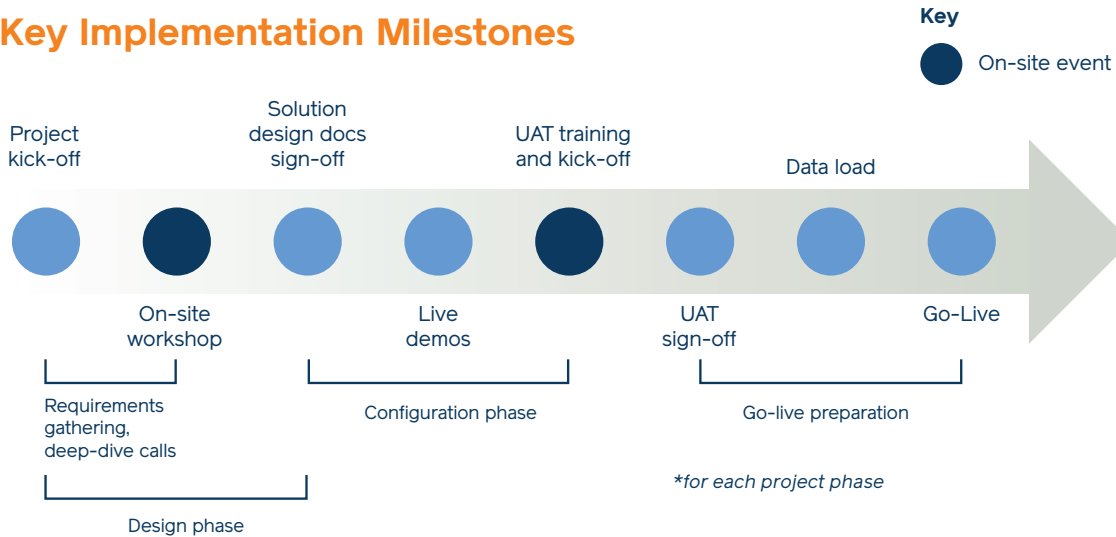
Topia's Professional Services team partners with you to ensure a successful implementation that provides the fastest time-to-value and makes use of industry best practices.

Topia Ensures:

- Transparent and living project plan
- Clear roles and responsibilities
- Clear and regular communication
- Subject matter expert availability
- Stakeholder engagement
- Change management
- Monitoring and control



Key Implementation Milestones



Implementation Project Management Team – Topia and Your Key Resources

The Topia Implementation team will partner closely with your project team. Your dedicated Topia Implementation Manager looks after the entire implementation process, from kick-off to the end of the initial stabilization period. The implementation process begins with a kick-off call, introducing your Implementation Manager and taking you through the implementation process at a high level. Next an implementation kick-off workshop, diving into the implementation process and planning in detail is held. This includes the project plan, task lists, data collection templates and timelines, and ensures that not only does Topia have all the information we need but that we can validate the plan and mitigate any identified risks.

Over the implementation period, your Implementation Manager takes you through the process of defining policy, process and platform configurations that need to be implemented, walks you through process maps, talks you through product testing and validation, and trains you and your broader teams on the new delivery model with Topia.

Following Go-Live, an initial Transition to Business as Usual (BAU) phase is in place, checking in on you and your employees more regularly to ensure everything is running smoothly. As we move into the BAU phase, you are introduced to your Customer Success Manager to establish a regular cadence of interaction and oversight.

Our Team

- **Project Manager:** responsible for overall delivery, resource coordination, and point of contact for customer
- **Implementation Analyst:** gathers technical requirements and configures the platform to your requirements
- **Technical Development Lead:** designs any customizations or integrations that require development effort
- **Tax Expert:** owns and configures the logic within the Topia tax engine based on your requirements

Your Team

- **Project Manager:** manages project and customer deliverables, provides status updates, scheduling and point of contact for Topia
- **Subject Matter Experts (SMEs):** provide solution requirements, data, design decisions, and point of contact for Topia implementation analysts
- **Super Users:** internal expert on Topia solution, liaise with Topia support when necessary, oversee for data maintenance, involved in testing activities
- **IT Analyst:** provides technical specifications for development, makes decisions regarding integrations, security and certain audit reports, prepares data migration files from existing systems