

Appendix 4 - Implementation Services

Our enterprise servicing team, comprising a Customer Success Manager, Integration Specialist, People Scientist, and full implementation/integration delivery, brings a wealth of expertise to your project. The services included during the Initial Implementation Period are outlined below. If the Customer makes a Change Request, further Implementation Services may be required.

Project preparation	<ul style="list-style-type: none"> • Prep for the kick-off meeting • Host kick-off meeting • Follow-up from kick-off meeting • Validate partnership scope & objectives (SOW) • Define key stakeholders • Create a project plan and schedule weekly meeting cadence
Implementation meeting cadence	<ul style="list-style-type: none"> • Prep for weekly meeting cadence • Host weekly meeting • Follow-up on weekly meeting
Job analysis	<ul style="list-style-type: none"> • Share job descriptions & supporting materials
Solution design	<ul style="list-style-type: none"> • Map current vs future-state workflow • Confirm & record success metrics (KPIs) • Proposed e2e candidate dialogue • Proposed e2e email notifications • Confirm candidate experience branding • Configure organisation & customer branding • Configure e2e candidate dialogue & branding • Configure email notifications • Configure auto-progression • Test e2e candidate dialogue & branding • Identify end users (recruiters, hiring managers)
Model selection & building	<ul style="list-style-type: none"> • Model mapping • Model selection (PS) - meta-model building completed • Model playback • Model question development • Model feedback
ATS integration	<ul style="list-style-type: none"> • Configure Sapia.ai's existing catalogue of APIs with the customer environment • SIT testing and change support • Permission end-user access for UAT • UAT testing

Pre-launch readiness	<ul style="list-style-type: none">• Prep for recruiter/end-user training• Host recruiter/end-user training• Training follow-up• Digital onboarding for end users in production
Go-live & hypercare	<ul style="list-style-type: none">• Hypercare monitoring• Hypercare reporting