TAQTICS DOCUMENT

Roll-Out Kit

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The Roll-Out Kit is Taqtics' onboarding guide: the project plan, team set-up, terminology and IT checklist. It is guidance only. Your Customer Order Form (COF) and the Platform License Terms govern; where this Kit refers to them, the reference is to the version you signed.

Project Roll-out Plan

This plan outlines the standard roll-out sequence from initial setup through to continuous improvement.

Important: the timeline below begins on the Onboarding Date, the date on which your first invoice payment is received in cleared funds. For the definitions of Onboarding Date, Onboarding Period and License Commencement Date, see Clauses 3.1.32, 3.1.33 and 3.1.21 of the Platform License Terms.

Your first invoice payment must be received before Taqtics begins any platform configuration. The date your payment is received in cleared funds is your Onboarding Date, and it starts the Onboarding Period. See the Payment Terms and Onboarding Period in Part D of your COF.

If your roll-out is phased: where your deployment is structured across multiple phases, the cycle below applies to each phase. Each phase starts with a Phase Activation Order (PAO) issued under Annexure III of your COF; Taqtics begins onboarding activities for a phase once its PAO is issued and the phase payment is received. See Part F (Phased Roll-Out), Annexure II (Phased Roll-Out Plan & Billing Schedule) and Annexure III (Phase Activation Order) of your COF for the phase plan and billing terms.

Kick-Off & Configuration - Day 1 to Day 14

- Name your Platform
- Submit Store Locations and User Details as per Hierarchy
- Submit Information for Use-case Configuration
- Platform Created with Store Locations and User IDs
- Use-cases Configured as per requirement
- Client Review and Approval of the Platform Configuration

Configuration scope and when training starts: platform configuration during a 30-day Onboarding Period is scoped at up to 80 person-hours of Taqtics configuration effort per 30-day period (160 person-hours for a 60-day period, 240 person-hours for a 90-day period), which typically occupies the first 10 business days. The remaining 10 to 12 business days are reserved for user training and roll-out. End-user / store-user training is therefore scheduled from Day 15 onward by default, so that configuration can be validated before your users are trained. Earlier training may be arranged where configuration is confirmed complete. The configuration activities, out-of-scope items and Client dependencies are set out in the Configuration Scope Sheet of your COF.

Where the requirements you submit exceed the applicable scope limit, we will tell you in writing how much additional effort is needed, and you choose one of three options:

1. Extend the Onboarding Period by a further 30 calendar days on payment of an additional onboarding fee, which also moves your License Commencement Date accordingly.
2. Defer the excess to after go-live, delivered within the Professional Support hours already included in your plan, on a queued basis across successive Billing Cycles.
3. Have the excess delivered as chargeable Professional Support at the Additional Professional Support Hours rate in Annexure I of your COF.

Where deferred scope under option 2 cannot feasibly fit within your plan's included hours, option 3 applies to the portion that cannot. If you do not tell us your choice within 5 business days, we will make the election for you so the project is not held up.

Training & Roll-out - Day 15 to Day 26

Note: your License Commencement Date is the earlier of (a) the first day on which end-user / store-user training is delivered, or (b) the final day of your Onboarding Period. It is recorded in the Go-Live Confirmation Report issued by Taqtics. See Clauses 3.1.21 and 7.3 of the Platform License Terms for the exact definition and calculation.

- Training for Batch 1 Store-Users / End-Users

- Reconfiguration of Processes (if any)
- Training for Batch 2 Store-Users / End-Users
- Training for Batch 3 Store-Users / End-Users
- Refresher Training for Low Adoption Teams

Adoption & Scale-up - Day 27 to end of Onboarding Period

- All users have logged in at least once
- Over 92% adoption of First Use-case

Continuous Improvement - Post Onboarding Period

- Review progress periodically as per plan
- Repeat the 30-day cycle for any new Use-case roll-outs
- Set Processes for Sustenance of Programs
- Ongoing User Management and Training of New Users
- **Phased clients:** start the next phase through its Phase Activation Order (Annexure III of your COF). Each phase includes its own 30-day onboarding.

Support

The Taqtics Customer Success team has experience launching Taqtics and enabling users at multiple organisations. Call for help when needed.

Taqtics Expert - Professional Support

Request help from a Taqtics Expert when you need help with:

- Training your team to use Taqtics
- Learning about industry best practices
- Identifying opportunities where Taqtics impact can be seen
- Guidance for interventions that enable effective launch and adoption of initiatives

Professional Support is a tracked resource with included hours per month and overage charges beyond the included limit. See Annexure I of your COF for your included Professional Support hours and the Additional Professional Support Hours rate.

Day-to-Day Helpdesk Support

Day-to-day user support is best provided by training your internal IT support team or assigned Administrator, whom your employees reach out to for tech issues. Users can reach out to the Taqtics Helpdesk for any issues that your internal IT support team cannot handle.

Helpdesk Support is governed by the severity levels (P1-P4), response and resolution times set out in Schedule I (Service Level Agreement) of the Platform License Terms. Your support channel is shown in Annexure I of your COF.

Taqtics Helpdesk - Contact Details

Mail	support@taqtics.co
Timings	See Schedule I (Service Level Agreement) of the Platform License Terms for support hours and the applicable timezone
Escalation	See the Escalation Matrix in Schedule I (Service Level Agreement) of the Platform License Terms

Prepare for the Launch

Getting started with Taqtics is simple. To make it even easier, here is a step-by-step guide to help you prepare your team and set the right foundation for a successful launch.

Identify & Orient Your Project Team

A project team that can translate your vision into an actionable plan is key to your success. To help you form an effective project team, we recommend the following.

1. The Taqtics Champion (Project Lead)

Successful Taqtics Champions take responsibility for:

- **Laying the Foundation:** understand the Business Leader's vision and translate it into an action plan with measurable short and long-term goals. Identify the team to support and the responsibilities of each team member. Lead identification of the first set of use cases to be brought on Taqtics and an owner for each.
- **Managing the Project:** keep the project on track with strong planning, timely execution, reviews and interventions. Take responsibility for the success of the first 3-5 use cases, building confidence and skills within the team so that they can take on more.
- **Building Sustainability:** set processes to ensure continued awareness, skilling and execution until the tool becomes a way of life.

2. Other Key Team Members

To support the Champion, identify additional members for critical roles:

- **Back-up Platform Admin:** the Taqtics Champion is the default Admin with unlimited access to the platform and access to content created by all producers. Identify a backup.
- **User Management (HR / IT Resource):** creates and manages users and business units. Needs access to information on new unit setup, new joiners, role changes and exits.
- **User Support (your IT Helpdesk):** get them equipped to handle Taqtics queries with the User Support Training Manual available at the time of onboarding.
- **Internal Communications (Marketing / Internal Communication Rep):** helps the Taqtics Champion create and send out all communications.
- **Creator Support (1-2 people per function):** complete the Taqtics certification and help the Champion (1) identify opportunities and (2) support and train team members when opportunities arise.

Important tip: while the Taqtics Champion is identified and prepared, it is also important to align the Management team so that they understand the platform, the vision, the goals and their role. Plan a kick-off meeting with the Taqtics Champion, the other key team members and the Management team to align everyone.

Terminology Guide

Where a term is defined in the Platform License Terms, the clause is shown and that definition governs.

Term	Meaning
Platform	Your company's dedicated workspace on Taqtics, where all tools, users and store locations are set up.
Store / Location	A physical outlet, branch or unit where day-to-day operations are executed and tracked on the platform.
User	An individual with access to the platform (e.g. store staff, area manager, HQ team). Users have roles and permissions defined by their hierarchy.
Hierarchy	The organisational structure that defines reporting levels (e.g. Store ' Area Manager ' Regional Head ' HQ), ensuring the right visibility and accountability.
Use-Case	A business process or operational objective digitised on Taqtics (e.g. SOP Checklist, Store Audit, Food Safety Compliance, Visual Merchandising Execution).
Process & Workflow	A defined sequence of steps for completing a business activity (e.g. completing a checklist, approving an action point). Workflows move tasks to the right people at the right time.
Action Point	An automated or manually created corrective task triggered during an Audit or Checklist, assigned to the right person or team for resolution.
Ticket	An issue raised on the platform (e.g. a repair, maintenance or compliance issue) that is logged, assigned and tracked until closure.
Noticeboard	A communication tool that lets HQ teams publish important updates, announcements or policies to all relevant users.

Asset Management	A module that tracks and manages company assets across stores, covering their lifecycle, maintenance schedules and performance history.
VM Execution Tracker	A tool to ensure Visual Merchandising (VM) guidelines are executed correctly at stores, with tracking, validations and photo uploads.
Transfer	A feature that lets a store user request re-assignment to another store. All transfers require the new store manager's approval before being finalised.
Executive Dashboards	Ready-to-use dashboard templates that provide organisation-level performance metrics and summaries.
BI Dashboard	A customisable dashboard builder for creating dashboards based on the metrics, insights and KPIs you want to monitor.
Onboarding Date (Terms 3.1.32)	The date on which Taqtics receives your first invoice payment in cleared funds. This date starts your Onboarding Period.
Onboarding Period (Terms 3.1.33)	The implementation window running from the Onboarding Date for the number of calendar days specified in Part D of your COF. Configuration, user training and roll-out all take place within this window.
License Commencement Date (Terms 3.1.21)	The earlier of (a) the first day on which end-user / store-user training is delivered, or (b) the final day of your Onboarding Period. Your License Term starts on this date. Training delivered only to your project team, platform administrators or internal trainers (Train-the-Trainer) does not set the License Commencement Date (Terms 7.3.3).
Go-Live Confirmation Report (Terms 3.1.18, 7.3.4)	A short report issued by Taqtics at go-live recording the configuration completed, the products and add-ons enabled, the date end-user training was first delivered, and your resulting License Commencement Date. It is issued for your records and does not require your signature. Factual corrections may be raised in writing within 5 days of issuance.
Billing Cycle (Terms 3.1.5)	The recurring period for which subscription fees are invoiced. See Part D of your COF for your Billing Cycle and Payment Terms.
Configuration Scope Sheet (Terms 3.1.7)	The annexure to your COF recording the modules, features, add-ons, configuration quantities, out-of-scope items and Client dependencies for your implementation.
Phase (Phased Roll-Out)	Where a client deploys the platform across stores and/or products in stages rather than all at once. Phases are governed by the Phased Roll-Out Plan (Terms 3.1.53; Annexure II of your COF) and each is activated through a Phase Activation Order.
Phase Activation Order (PAO) (Terms 3.1.54)	The document issued for each phase recording its locations, scope, commencement date and fees (Annexure III of your COF).

IT Checklist

To ensure a smooth Taqtics launch at your organisation, your IT team should complete the following checklist for a seamless user experience.

Most critical: do the targeted users have adequate hardware and internet access?

- [ ] Unblock "taqtics.co" access for all users. Check that the page loads properly, and update firewall settings if it does not.
- [ ] Ensure all devices meet the Mobile App Device Requirements published at policies.taqtics.in. Contact support@taqtics.co to confirm browser support or a specific device model before roll-out.
- [ ] Unblock video content upload and streaming on taqtics.co.
- [ ] If any keywords are blocked within the organisation, unblock them for Taqtics access. Authorised internal producers create all Taqtics content. Review any other firewall rules that could cause blockage for whitelisting.

- [ ] Create and publish internal guidelines on which IT department contacts users and the Taqtics team can reach for access issues. Ensure this person or team is trained by the Taqtics team.
- [ ] Communicate limits on large file uploads, downloads and streaming to your user base.
- [ ] Various emails are generated automatically by Taqtics on an ongoing basis. Unblock emails from support@taqtics.co.
- [ ] **Phased roll-out clients:** complete IT readiness (firewall unblocking, device checks, access provisioning) for each batch of stores before that phase's commencement date. See Annexure II (Phased Roll-Out Plan & Billing Schedule) and the Phase Activation Order (Annexure III) of your COF for phase dates.

For support hours, escalation contacts and SLA severity levels applicable to your IT team's queries, see Schedule I (Service Level Agreement) of the Platform License Terms.

Document Reference Legend

Throughout this Roll-Out Kit, references point to your Customer Order Form (COF), its annexures and the Platform License Terms. Client-specific terms such as support hours, payment obligations, phased roll-out schedules and SLA commitments are always drawn from those documents rather than repeated here, which prevents any inconsistency.

Annexure numbers depend on whether your COF has a phased roll-out:

Annexure	Standard COF	Phased roll-out COF
I	Detailed Subscription Plan	Detailed Subscription Plan
II	Configuration Scope Sheet	Phased Roll-Out Plan & Billing Schedule
III	-	Phase Activation Order (PAO)
IV	-	Configuration Scope Sheet

Reference	What it covers
Platform License Terms ("Terms")	The legal backbone of the relationship, published at policies.taqtics.in: licence grant, IP ownership, data protection, liability limits, indemnities, termination rights and governing law. Includes Schedules I and II.
Terms - Schedule I: Service Level Agreement	Taqtics' service commitment: what counts as an error, P1-P4 severity levels with response and resolution times, uptime commitment, service credits, support channels and coverage, and the escalation matrix.
Terms - Schedule II: Data Management & Termination Process Policy	How your data is exported, verified, deleted and certified when the subscription ends.
COF - Main Body	The commercial front pages: Parts A-C (client details, Taqtics contracting party, COF details), Part D (subscription and licence details, including Onboarding Period, Billing Cycle and Payment Terms), Part E (bank details) and the Legal Framework (Part F, or Part G in a phased COF). Phased COFs also include Part F (Phased Roll-Out).
COF - Annexure I: Detailed Subscription Plan	The full product and pricing breakdown: subscribed tier, every module and add-on, support inclusions (Professional Support hours, support channel) and additional or overusage charges. Phased COFs also show the price of every item at each tier the phases reach.
COF - Configuration Scope Sheet	The configuration baseline for your implementation: modules, features and add-ons in scope with quantities, configuration activities, out-of-scope items, Client dependencies and configuration validation.
COF - Phased Roll-Out Plan & Billing Schedule (phased COFs only)	The target roll-out scope, the phase plan and the phased billing rules: each phase is billed at the subscription tier of all locations live after it, and each phase carries its own 30-day onboarding.

COF - Phase Activation Order (phased COFs only)	The operational trigger issued for each phase: the commencement date, stores and modules being activated, the before / this phase / going forward subscription impact, and billing details.
Change Request Form	The form used to change your Subscription Plan, features, users, fees or services, in a form prescribed or accepted by Taqtics (Terms 3.1.6).
Go-Live Confirmation Report	Issued by Taqtics at go-live. Confirms the configuration completed, products and add-ons enabled, the date end-user / store-user training was first delivered, and your License Commencement Date. Issued for your records; no signature required.
Fair Use and Usage Policy	Usage plans, platform limits and fair use guardrails, published at policies.taqtics.in (Terms 3.1.14).
Mobile App Device Requirements	Minimum and recommended device specifications for the Taqtics app, published at policies.taqtics.in.
Roll-Out Kit	This document: your onboarding guide with the project plan timeline, team set-up guidance, terminology reference and IT checklist (Terms 3.1.34).