IMM eSign Cloud for Banks: Implementation Plan

Introduction

Welcome to the IMM eSign family. We appreciate your confidence in our company and our eSignature & Digital Transaction solutions. We look forward to working with you to power the digital strategies and initiatives you have established for your institution.

The attached "Implementation Project Plan" is designed to provide you with an overview of the project flow, key milestones along with anticipated periods for the various stages and engagements of the project.

This should provide you with information to aid in establishing the required Bank resources to allocate to the implementation project, along with insights into what lies ahead in your IMM eSign implementation project.

We encourage you to read the implementation guide prior to the kick-off call – mainly the "Project Benchmark" section.

If you should have any questions as you work through the form, please do not hesitate to contact your IMM Bank Solutions Consultant, or your IMM Implementation Project Manager.

Kick-off Call (and prerequisites)

The institution is to complete and provide all correspondence prior to the official kick-off call. We encourage you to complete all correspondence; however, some may require additional answers from IMM during the kick-off call. To ensure a productive kick-off call, you should have provided all prerequisites roughly one week prior to your scheduled call.

The bank is to complete and provide all requested prerequisites:

- Executed Contractual Agreements

- Customer Profile

- Bank's Color Logo file (specifications: 60 pixels tall x 200 pixels wide)

Project Management Calls

IMM's Project Manager will schedule and conduct 30-minute weekly project calls to ensure the project is on target by all applicable parties (Bank, Business System, Imaging System and IMM).

Project Benchmarks

Here are the project benchmarks that are associated with each task. Your IMM Project Manager will conduct status calls to ensure each stage meets the benchmarks as intended.

Stage 1: Installation and Configuration

Read the details for an understanding of access and requirements.

- **Microsoft Azure Authentication**: A Microsoft Azure authentication is required between the bank's domain and IMM's eSign Cloud server. During the eSign installation, IMM will provide a URL for the bank's Azure Global Administrator to consent. This task is only required for the initial consent. IMM eSign does not capture or retain the Global Administrator or User passwords. All employees utilizing IMM eSign will be required to access the solution with via an Azure user authentication. Active Directory Sync is a sufficient service to leverage with the IMM eSign integration. IMM will create the bank's Microsoft Azure account if one does not exist. Thereafter, the bank will manage the Microsoft Azure account.

- **Project Workstation**: Installation of IMM's eSign Client components. This workstation must have all applicable business systems accessible. Ensure User Account Control is set to NEVER during the install. This workstation will be utilized during the subsequent engagements for the IMM eSign implementation (training and testing). This workstation and logged in user must have the ability to launch a WebEx remote session. All applicable peripheral devices (in-person signing devices and document scanners) should be preinstalled and functional using the device's test application.

- **DMS Server**: Installation of IMM's Document Mover Service on a staged on premise server (per IMM's System Requirements). This task will require the bank's decided upon indices (search tokens / keywords) for the purpose of importing into the imaging system

End-to-End Testing (from the Business Systems - Account Opening, Lending, Mortgage, etc.)

IMM and the appropriate bank representative will perform test transactions, which ensures the connectivity from your Business System to eSign into your imaging system. The following tasks will be performed:

- Generate documents with test data from all applicable business systems

- Define the documents to identify the location of the indices, party name and signature fields. (utilizing eSign's Admin Index Manager)

- Perform a test transaction with the defined documents from the steps above (testing includes in-person and eRemote signing, archiving and importing into your imaging system)

Required Attendees for this Stage 1 Engagement:

- Bank Representative(s) from the Technology Dept who has administration privileges to perform the installation as described above

- Bank Representative(s) who can process documents and understand the business expectation from your Business System(s)

IMM eSign

Stage 2: Training

eSign Administration Training: will discuss the eSign Administration settings for the bank representative(s) tasked with making such changes and decisions. This is a two-hour WebEx remote session that will be recorded for your future reference.

Training Agenda:

- A demo of the eSign process (including in person and/or remote signing ceremonies)

- eSign user and group permissions

- In-person and eRemote authentication signing methods

- eSignature Electronic Consent to Do Business verbiage

- General eSign settings

- eSign reports

- Discuss end user options

- High level discussion on Adobe e-signature Cloud Administration settings

Requirements for this training session: Access to the IMM eSign Project workstation from Stage 1 (Attendees will observe the training being performed)

Recommended attendees for this training session: Bank Representatives tasked and input with the above description

eSign Document Template Training: will cover defining and maintaining of the documents that will be submitted to IMM eSign. This is typically a two-hour WebEx remote session that will be recorded for your future reference.

Training Agenda:

- A demo of the eSign process (including in person and/or remote signing ceremonies)

- Generate documents with test data from all applicable business systems

- Define the documents to identify the location of the indices, party name and signature fields. (utilizing eSign's Admin Index Manager)

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Requirements for this training session:

Access to the IMM eSign Project workstation from Stage 1 (Attendees will observe the training being performed)

Recommended attendees for this training session:

- Bank Representatives tasked with maintaining the bank documents

- Bank Representative(s) who can process documents and understand the business expectation from your Business System(s)

IMM recommends the bank create a spreadsheet for managing of the document templates created.

End User Training: will cover the end user and customer experience. This Train-the-Trainer format session will ensure the trainers can adequately train the bank employees. This is typically a two-hour WebEx remote session that will be recorded for your future reference.

Training Agenda:

- A demo of the eSign process (including in person and/or remote signing ceremonies)

- Explanation on features and functionalities as discussed and enabled for your implementation

- (Document processing, signature methods and authentication, attaching supporting documents and archiving document sessions)

- eSign process screens for users

Requirements for this training session:

Access to the IMM eSign Project workstation from Stage 1 (Attendees will observe the training being performed)

Recommended attendees for this training session:

- Bank Representative(s) tasked with training the bank employees

- Bank Representative(s) who can process documents and understand the business expectation from your Business System(s)

Stage 3: Preparation for Go Live Day

Customer Acceptance Testing:

This stage of testing occurs after IMM has certified the system and provided training to the Bank. Once training has been completed, the Bank will perform Customer Acceptance Testing (CAT) to ensure that all aspects of the system is working as designed and ready for the Bank's training of its staff and subsequent Go-live. The CAT matrix must be completed and returned to your IMM Project Manager prior to the live date.

CAT Matrix Items (but not limited to):

- Defining all documents for the live implementation

- Ensuring documents are imported into your imaging system

- eSign Groups and User Permissions configured

- eSign Consent to Do Business Electronically verbiage updated

- Adobe e-signature Cloud user account creation

- eSign Client Components installed with sufficient folder permissions on all applicable workstations (with peripheral devices)

- eSign server and workstation antivirus and scanning exclusions

- Full End-to-End testing of all eSign features and functionality agreed upon for this implementation

- Bank employee training

Pre Go-Live Check: Approximately one week prior to your Go Live date, your IMM Installer will connect with the Bank's Technology representative to purge all the test transactions for a clean eSign environment for your Go Live date.

Go Live Support: On your go live day, you will have dedicated support from your IMM installer to help ensure a successful IMM eSign rollout.

After the first live implementation, you have full access to IMM Support in an ongoing basis. Your IMM Project Manager will provide our support guidelines and contacts.