The Flagright Guide to

Implementation and Ongoing Engagement

Flagright

WEEK 2

WEEK 02   02   04   06   WEEK 03   01

Discovery & planning
Week 02

Training & build completion
Week 02

Configuration & development
Week 03

Pre-kickoff preparation
Week 02
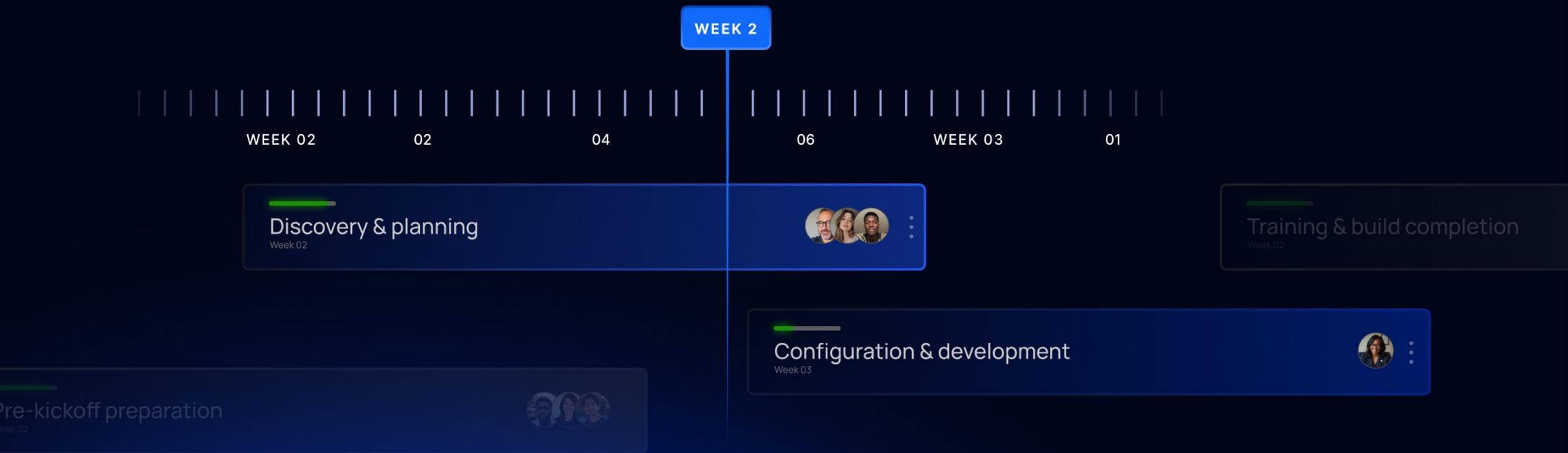
Introduction and Implementation Philosophy

Flagright's approach to client onboarding and long-term engagement is operationally rigorous and designed for transparency and trust. Every implementation follows a structured methodology that ensures regulatory compliance and business value from day one, while laying the groundwork for a lasting partnership. Key tenets of this approach include:

Dedicated implementation teams

Each client is assigned a Customer Success Manager (CSM) and dedicated engineering resources who work as extensions of the client's team. This partnership-driven model means Flagright measures success by the client's outcomes, not just technical delivery.

Quality-first execution

Comprehensive User Acceptance Testing (UAT) must be completed (with all critical issues resolved) before any go-live. There is a zero-compromise stance on readiness, all requirements are addressed and rigorously verified to prevent post-launch issues. Go-live is authorized only once measurable criteria are met (detailed later).

Continuous value optimization

Implementation is only the beginning. Flagright extends its support beyond go-live through a 90-day intensive success program and ongoing Quarterly Business Reviews (QBRs). This ensures the solution adapts to evolving needs, with proactive enhancement identification and regular alignment on value delivered.

By adhering to these core principles, Flagright establishes a transparent implementation process that clients can trust. In the following sections, we outline each phase of the implementation lifecycle, from pre-kickoff preparations through configuration, training, testing, and go-live, as well as the post-launch engagement model. Each phase description includes timelines, responsible roles, key activities, and expected outputs.

Team Structure and Key Roles

Successful implementation is a cross-functional effort at Flagright.

Two primary dedicated roles drive the project:

Customer Success Manager (CSM)

The CSM is the primary customer advocate and project lead throughout the onboarding. They coordinate the overall implementation plan, ensure stakeholders stay aligned, and oversee the client's compliance team onboarding and training. In practice, the CSM manages strategic planning and serves as the orchestrator of Flagright's resources to meet the client's objectives.

Key responsibilities of the CSM include:

Strategic planning & coordination

Aligning implementation plans with the client's business objectives and regulatory requirements, and coordinating all stakeholders.

Progress monitoring & escalation management

Tracking project milestones, providing regular status updates, and proactively addressing any blockers or risks that arise.

Compliance team onboarding & training

Ensuring the client's compliance/operators are onboarded to the Flagright platform and receive all necessary training on the system.

Success measurement

Defining and tracking key performance indicators (KPIs) for implementation success, and measuring outcomes against these targets.

The CSM remains highly engaged through every phase. For example, in Pre-Kickoff (week -1) the CSM conducts internal prep and research on the client, during Implementation weeks 1-4 they engage daily and host weekly status calls, in the UAT phase (approx. weeks 4-6) they coordinate testing and issue resolution, at Go-Live (around week 7) they orchestrate launch activities, and in Post-Launch (days 1-90) they provide intensive support (daily check-ins initially, tapering to weekly). This continuous CSM involvement ensures nothing falls through the cracks.

Engineering Team (Solutions & QA)

Flagright's technical team handles the complete integration lifecycle from initial architecture design to production deployment. This team is typically composed of:
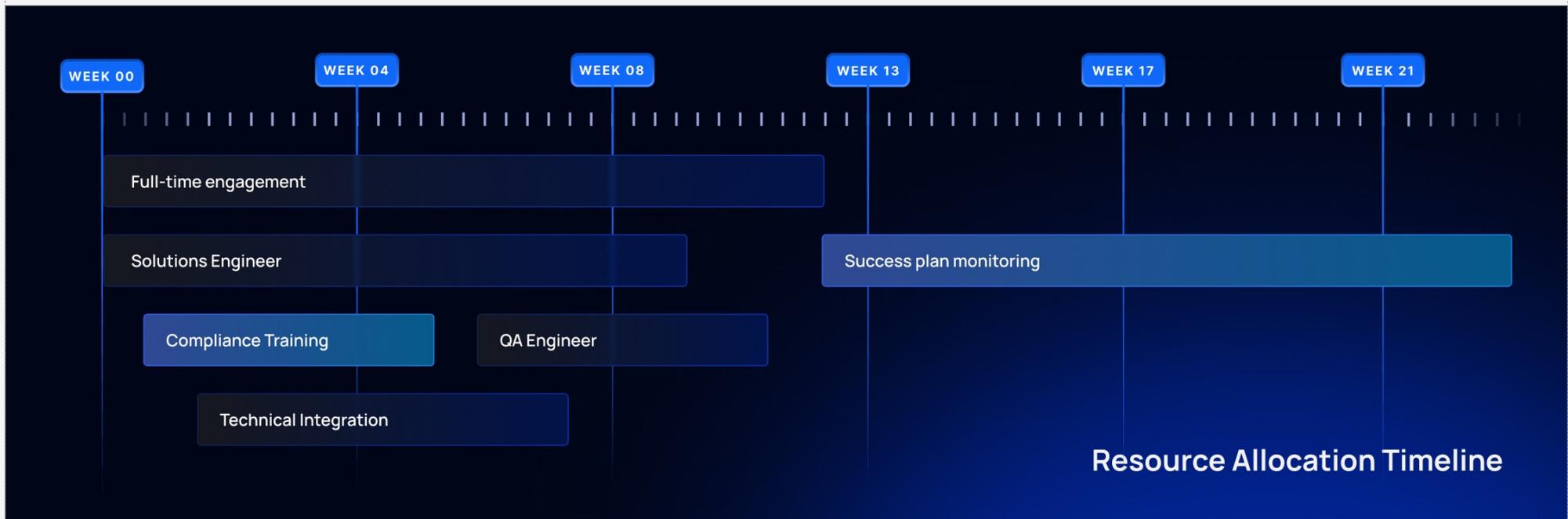
Solutions Engineer

Responsible for understanding requirements and designing the integration architecture. The Solutions Engineer works on API specifications, data mapping, and ensures the solution is documented and aligned with the client's tech stack.

Quality Assurance (QA) Engineer

Responsible for testing and validation. The QA Engineer develops and executes test plans, supports the client during UAT, and validates performance/security requirements.

Throughout the project, the engineering team collaborates closely with the CSM and the client's technical contacts. The Solutions Engineer often kicks off technical discovery and integration development, while the QA Engineer joins in as components become test-ready, eventually driving the system through rigorous QA and supporting UAT. This engineering presence from day one ensures that technical integration and compliance configuration progress in tandem.

Resource Allocation Timeline

WEEK 00 · WEEK 04 · WEEK 08 · WEEK 13 · WEEK 17 · WEEK 21

- Full-time engagement
- Solutions Engineer
- Success plan monitoring
- Compliance Training
- QA Engineer
- Technical Integration

Implementation Process Overview and Dual-Track Approach

Flagright follows a dual-track implementation model that addresses compliance and technical workstreams in parallel. From the very start, there are two synchronized tracks:

Compliance Track

Led by the CSM (with client compliance stakeholders), this track focuses on regulatory and operational readiness. It covers activities like requirements discovery, configuring the Flagright platform's compliance rules and workflows, and training the client's team.
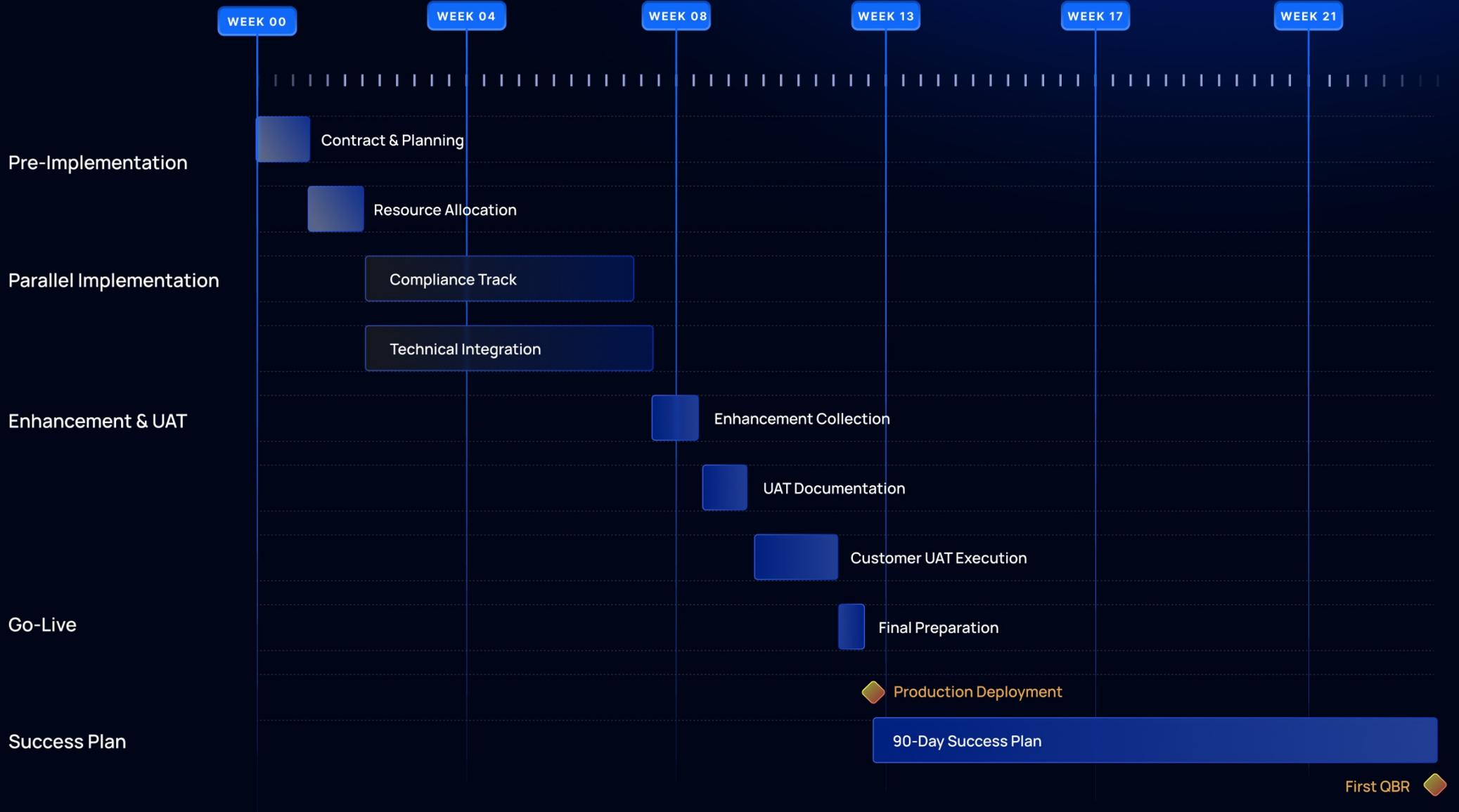
Technical Track

Led by the engineering team (with client IT stakeholders), this track handles the integration of Flagright into the client's systems. It includes technical discovery, API integration development, data migration, and technical testing.

Both tracks run concurrently and are tightly aligned at key milestones. For example, during Weeks 1-2, the compliance team is documenting requirements while the engineering team is analyzing system architecture. The tracks converge during testing and UAT: the configured compliance rules and trained end-users come together with the integrated technology to validate the solution end-to-end. This parallel approach ensures neither the business side nor the technical side lags behind, by the time go-live is reached, both compliance workflows and technical integrations are fully ready and vetted.

Below, we break down the implementation into sequential phases. Each phase notes the timeline (in weeks relative to project kickoff), the primary activities on each track, the responsible parties, and the key outputs or outcomes.

Flagright Implementation Timeline

	WEEK 00	WEEK 04	WEEK 08	WEEK 13	WEEK 17	WEEK 21

Pre-Implementation

Contract & Planning

Resource Allocation

Parallel Implementation

Compliance Track

Technical Integration

Enhancement & UAT

Enhancement Collection

UAT Documentation

Customer UAT Execution

Go-Live

Final Preparation

Production Deployment

Success Plan

90-Day Success Plan

First QBR

Pre-Kickoff Preparation (Week -1)

Before the official project kickoff, Flagright conducts a thorough pre-kickoff preparation. In the week prior to kickoff ("Week -1"), the assigned CSM and Solutions Engineer familiarize themselves with the client's context and objectives. This preparation includes:

Internal alignment

The Flagright team reviews all available information about the client's business model, products, customer base, and regulatory environment. They identify any known risk areas or compliance considerations specific to the client's jurisdiction or industry.

Customer research

The team studies the client's existing compliance program (e.g. policies, previous audit findings) and technical environment (architecture diagrams, APIs) if provided. This ensures Flagright arrives at the kickoff well-informed.

Kickoff planning

Logistics for the kickoff meeting are arranged. Flagright defines an initial project plan outline, roles, and a draft agenda for discovery workshops.

OUTPUT   *By the end of pre-kickoff, the Flagright team has an initial understanding of the client's needs and a tailored kickoff agenda. This groundwork sets the stage for an efficient and focused kickoff meeting, as well as demonstrating to the client that the Flagright team is prepared and invested from day one.*

Discovery & Requirements (Weeks 1-2)

The implementation formally begins with a kickoff and discovery phase in weeks 1-2. The goal of this phase is to capture all business and technical requirements necessary to configure the platform and integrate with the client's systems.

Compliance Discovery (Weeks 1-2)

The CSM leads comprehensive workshops with the client's compliance team to gather requirements. Activities include reviewing relevant regulations and how the client adheres to them, mapping out the client's current customer onboarding and transaction monitoring workflows, and identifying key stakeholders (e.g. compliance officers, analysts who will use the system). The team documents jurisdiction-specific Anti-Money Laundering (AML) obligations, risk policies, and any existing pain points or goals. Key outputs from this track by week 2 are a detailed requirements document and compliance framework evaluation, for example, a list of required risk rules/thresholds, reporting needs (regulatory reports, SARs/STRs), and the identification of internal process owners for various compliance tasks. This document typically includes an analysis of gaps between the client's current compliance processes and best practices, which the Flagright solution will address.

Technical Discovery (Weeks 1-2)

In parallel, Flagright's Solutions Engineer works with the client's IT/development team to assess technical requirements and environment. They review the client's existing systems architecture, data sources for customer and transaction data, and how Flagright's APIs will integrate. Activities include drawing up integration design specifications (for instance, how customer KYC data will flow into Flagright, how transaction events will be sent for screening, etc.), evaluating the technology stack compatibility (programming languages, databases, etc.), and setting up a sandbox or development environment for integration work. By the end of week 2, key outputs on this track include a finalized integration design document (API specs and data mappings), a list of any custom development needed, and provisioning of sandbox credentials or test data for development. The team also establishes joint development protocols with the client (for example, access to repositories, defining how Flagright engineers will interface with the client's engineers).

ROLES INVOLVED   *The CSM and client compliance lead drive the compliance discovery, while the Solutions Engineer and client technical lead drive the technical discovery. The Flagright team documents everything and gains client sign-off on the requirements, ensuring mutual clarity before moving forward.*

Platform Configuration (Weeks 2-3)

With requirements in hand, Flagright proceeds to configure the platform to the client's needs, while technical integration development begins in earnest. This phase covers roughly weeks 2–3 (and continues into week 4 as needed):

Compliance Configuration

Flagright's team (led by the CSM and product specialists) configures the Flagright rule engine and settings based on the discovered requirements. This includes setting up risk scoring parameters (e.g. risk rating models for customer profiles), defining transaction monitoring rules and thresholds for alerts (tailored to the client's risk appetite and regulatory standards), and configuring watchlist/ sanctions screening logic. In addition, any required regulatory reports or dashboards are set up in the system, for example, automated regulatory report templates, scheduling of periodic reports, and custom dashboard views for compliance KPIs. The team may also configure workflows in the case management module (e.g. escalation paths for alerts, investigation procedures) to mirror the client's operating model. Output: By the end of this phase, the Flagright platform in the test environment is essentially "pre-configured" with the client's business rules, detection scenarios, and reporting setup. These configurations will be refined during testing, but the initial setup is complete.

Integration Development

In parallel, the engineering team works on the core integration between the client's systems and Flagright. Beginning in week 2 and typically spanning several weeks, this development track involves building and testing the connectors and data pipelines identified in the design. Key workstreams include:

- Developing or configuring the customer onboarding API integration, so that when the client onboards a new customer or updates customer data, Flagright receives the information (e.g. for KYC checks).

- Implementing real-time transaction monitoring feeds (and batch processing as needed) so that transactions flow into Flagright's system for screening in near real-time.

- Integrating case management and investigation tools, ensuring that any alerts or cases in Flagright can be accessed by investigators and that they can push updates or outcomes back if required.

- Performing any historical data migration needed, importing past transaction data or customer records into Flagright (if the client is migrating from another system or wants to back-test the Flagright platform on historical data).

During this development period, the Solutions Engineer and client's developers collaborate closely, conducting unit tests on API calls as they are built. Progress is usually tracked in an agile manner (with frequent check-ins or demos, often weekly) to ensure alignment.

ROLES INVOLVED

The CSM oversees the configuration progress and coordinates with the client's compliance team for any clarifications (the client may review rule configurations and provide feedback). The Solutions Engineer and client developers are heads-down on coding and integration tasks. By the end of week 3 (or into week 4), the core platform configuration should be completed, and significant parts of the integration should be functional in the test environment, even as remaining integration work continues into the next phase.

WEEK 4-6

Team Training & Certification (Weeks 4-6)

Ensuring the client's team is fully capable of using Flagright is a critical part of the implementation. Training and user certification are conducted in weeks 4–6 (and can extend through week 7 for final assessments). This phase runs concurrently with the later part of integration development:

Structured Training Program

Flagright delivers a structured curriculum to the client's end-users (e.g. compliance analysts, investigators, and managers who will use the platform). Training typically begins in Week 4 with foundational topics, users learn basic navigation of the Flagright platform, how to review alerts and cases, and core workflows. By Weeks 5–6, training sessions advance to cover more complex tasks: for example, tuning detection rules, handling edge-case scenarios, and using advanced investigation tools. The training combines presentations with hands-on exercises in the test environment, so users get practical experience. Flagright may also provide training sandboxes or simulated data so that the client team can practice without impacting real data.

Hands-On Certification

To drive effective adoption (and as part of change management), Flagright includes a certification step. Around the end of Week 6 to Week 7, users undergo a competency evaluation or "certification exam." This could involve practical tests like resolving a mock alert from start to finish, configuring a sample rule change, or answering questions about operating procedures on the platform. Users who meet the performance criteria are deemed certified on Flagright. If any gaps are identified, additional coaching is provided. The outcome is that by go-live, the client will have at least a core group of power users who are confident and certified in using the system.

Operational Readiness Documentation

In parallel with training, the CSM works with the client to document new operating procedures that will be followed post-go-live. This is part of change management, e.g. defining how alerts from Flagright will be triaged, how often certain reports are reviewed, escalation paths, etc. These procedures are often captured in a playbook or added to the client's internal SOPs. By involving the actual end-users in training, these processes are refined and agreed upon.

ROLES INVOLVED   *The CSM and possibly Flagright's training specialists conduct live training sessions (on-site or via online meetings). The client's compliance team members attend and practice using the platform. The CSM tracks each user's progress and ensures the client's management is aware of who has completed training. By the end of this phase, the key output is a trained and qualified user base, ready to operate the Flagright system, and documented procedures to govern their operations. This significantly reduces operational risk at launch because the team knows what to do and has proven their proficiency.*

WEEK 6-8

Testing & Quality Assurance (Weeks 6-8)

Before involving end-users in final acceptance testing, Flagright's engineering team performs thorough internal testing and quality assurance on the integrated solution. The testing phase (approximately weeks 6-8) overlaps with the end of development and the training phase:

Integration Testing

As development wraps up (by around week 6 or 7), the QA Engineer leads a comprehensive testing protocol. This includes unit tests for each API endpoint or integration component (ensuring each piece functions on its own), and integration tests that validate end-to-end workflows across systems. For example, a test might simulate a new customer onboarding to see if the data flows into Flagright and triggers the appropriate screening, or simulate a suspicious transaction to see if an alert is generated and the case management link with the client's system works.

Performance and Security Testing

The QA team also conducts performance tests (making sure the system can handle the expected transaction volumes within acceptable times) and security tests (verifying authentication, data encryption, and that no vulnerabilities were introduced in the integration). Flagright has benchmarks for performance and reliability that must be met; for instance, the transaction processing throughput and response times are measured against requirements.

Defect Resolution

Any bugs or issues discovered during testing are logged and addressed by the engineering team. There is an emphasis on fixing critical and high-priority issues before proceeding to client UAT. The QA Engineer re-tests any fixes. This iterative debug cycle continues until the integrated solution meets the defined acceptance criteria internally. By the end of week 8, the system should be stable and functioning as expected in the test environment.

Throughout the testing phase, the CSM and Solutions Engineer keep the client informed of progress. If any significant design changes or workarounds are needed as a result of testing, they are communicated and documented. (For example, if a particular data field from the client's system isn't available and a workaround is implemented, this is noted so the client is aware.)

ROLES INVOLVED

The outcome of QA is a test environment ready for user acceptance testing, with all critical defects resolved. There will also be a suite of test results and possibly test evidence documentation (e.g. test case lists, results of performance tests) which Flagright can share to give the client confidence. Internally, Flagright updates the configuration or integration as needed during this phase, and any enhancement suggestions that arose (e.g. ideas to improve user experience or minor feature tweaks noted by the team) are captured for review. These enhancements are categorized (functional improvements, technical optimizations, etc.) and either implemented if small or logged for future consideration. All of this ensures that by the time the client is brought in for UAT, the product is robust and surprises are minimized.

User Acceptance Testing (UAT) (Weeks 9-10)

UAT is a critical, mandatory phase where the client validates that the Flagright solution meets their requirements in a real-world simulation. Flagright requires comprehensive UAT sign-off before any go-live decision. Typically, UAT is conducted in weeks 9-10 of the timeline (after internal QA is complete):

UAT Planning

Prior to UAT execution, Flagright and the client define a UAT plan. This includes a UAT test scenario matrix covering all key workflows and use cases that need to be validated. Each requirement traced from the discovery phase should have one or more test cases. For example, scenarios might include: onboarding a new customer and screening them, generating an alert for a specific rule and resolving it, producing a regulatory report, etc. The UAT environment (usually the test environment with final configurations) is refreshed and prepared with any test data needed, and test accounts are set up. Flagright also ensures the client UAT participants (who are often the same users that were trained earlier) have access and are briefed on how to log issues.

Execution of UAT

The client's team takes the lead in executing the test cases, while Flagright's team provides full support in real-time. Over the course of these two weeks, the client users step through each scenario in the matrix, recording the results. Flagright's CSM and engineers are on standby (often in daily calls or an online chat channel) to answer questions and troubleshoot any problems encountered. If an issue arises (e.g. a scenario doesn't produce the expected result), the Flagright team logs it and works on a resolution promptly. Minor configuration tweaks might be made on the fly, whereas any critical integration issues trigger the engineering team to debug immediately. This close partnership during UAT ensures that the client feels supported and that testing keeps momentum.

Issue Resolution & Retesting

UAT typically includes a resolution phase, after the initial test pass, any failed cases or bugs discovered are addressed by Flagright (with fixes applied in the UAT environment) and then re-tested by the client. This cycle continues until all test cases pass or any remaining exceptions are agreed upon with a plan to address. Flagright maintains a UAT log and makes sure each item is either

resolved or tracked for future enhancement. Notably, all critical issues must be resolved before go-live, this is a hard criterion. If a less critical enhancement is identified that is not a go-live blocker, Flagright might document it for a post-go-live update, with the client's agreement.

UAT Sign-off

At the end of UAT, there is a formal sign-off process. The CSM will compile the UAT results (often in a UAT completion document), noting all test scenarios passed and attaching evidence as needed. The client's project lead or compliance head will sign off, indicating that the system is accepted for go-live. This sign-off is a go/no-go checkpoint, without it, the project does not proceed to production. The rigorous UAT ensures that the client has confidence in the system and that there are objective, measurable criteria proving readiness.

OUTPUT *The primary output is UAT completion approval, signifying that the implementation meets the defined requirements. Additionally, the process yields updated system configurations (if any changes were made during testing), a list of enhancements for future consideration, and fully trained users who have now had hands-on practice in a test scenario. Achieving UAT sign-off is a major milestone demonstrating that both tracks (compliance and technical) have come together successfully in a working solution.*

WEEK 11

Go-Live Readiness & Deployment (Week 11)

Once UAT is successfully completed, the project enters the go-live preparation and deployment phase (around week 11). Flagright maintains strict criteria and a formal process to ensure a smooth and safe go-live transition.

Go-Live Readiness Criteria: Prior to scheduling the production deployment, Flagright and the client jointly verify a checklist of readiness criteria across three dimensions:

Technical readiness

All UAT test cases have passed and any critical defects are resolved; performance tests indicate the system can handle production load; security validations are passed; and data migration tasks (if any production data needed to be loaded beforehand) are completed with backup procedures in place. Essentially, the tech team confirms the solution is technically sound for launch (no outstanding bugs, and disaster recovery plans are verified).

Operational readiness

The client's staff is fully trained and prepared to operate the system (training completion is confirmed, and any new SOPs are finalized and disseminated). Also, support processes are set up, for example, the client knows how to reach Flagright support or their CSM for any issues, and monitoring tools are turned on (Flagright might set up additional monitoring for the initial go-live period). The operations teams on both sides know the schedule and what to monitor immediately after go-live.

Business readiness

All key business stakeholders have signed off on going live, indicating that from a business perspective the organization is ready for this change. Measurable success criteria for the go-live (which were defined during planning) are clearly documented, so everyone agrees on what success looks like in the first days and weeks. Additionally, a communication plan has been executed: relevant people in the organization (and possibly external parties, if needed) have been informed of the go-live date and any changes in process. For example, the client may notify their operations team that a new AML monitoring system is launching on a certain date, and Flagright confirms its team is on standby. Post-launch support contacts are exchanged and confirmed.

Flagright will only move forward when all the above criteria are met, reinforcing a no-surprises approach to launch.

Production Deployment Process: The actual cut-over to production is carefully orchestrated. Typically, a phased deployment timeline is used around the go-live date:

- **T-24 hours** — Final system verification and team readiness check. This is done the day before go-live. All configurations are double-checked in production (or staged for production deployment), data migration or seeding is completed, and both Flagright and client teams hold a go/no-go meeting to ensure all pre-launch tasks are done. Backout plans are reviewed (in case something must be rolled back).

- **T-0 (Go-Live moment)** — Production activation is executed. The Flagright platform is switched on for live operation with the client's data. This might involve pointing APIs from the sandbox to production endpoints, enabling live transactions to flow, etc. The launch often occurs during a low-activity period (e.g. weekend or off-peak hours) as agreed. Flagright and the client monitor the system in real time as it goes live.

✓ **T+1 hour**   A checkpoint shortly after go-live to verify that core functionalities are working in production. For instance, confirming that new customer sign-ups are being screened, transactions are coming through and being scored, and alerts (if any) are getting generated and handled. The integration touchpoints are tested one more time in production to ensure connectivity (e.g. "heartbeat" test transactions or customers).

✓ **T+24 hours**   A full day after go-live, the teams reconvene to assess system stability. By this point, a volume of real data has passed through the system. The performance is analyzed to ensure it meets expectations (e.g. no backlog of transactions, all processes running in timely fashion). Any minor issues that arose are reviewed and resolved. If everything looks good, the deployment is considered successful, and the project transitions into the hyper-care period (the first 90 days post-launch success plan).

During the initial days post-go-live, Flagright typically has resources on heightened alert for support. The CSM often provides daily check-ins to the client, and engineering is available to quickly address any unexpected issues. However, because of the strict pre-launch testing and criteria, the go-live is usually smooth with minimal issues, it is essentially a non-event for the client's customers (no downtime or disruption) and a positive event for the client's internal team (they begin seeing the system working with live data).

OUTPUT   *The culmination of this phase is a successfully deployed Flagright platform in production, meeting all pre-defined criteria. A formal go-live confirmation is circulated to stakeholders. At this point, the implementation phase concludes and the focus shifts to ongoing support and value realization in the post-launch phase. Flagright's team now moves into a proactive monitoring and support mode, as detailed next.*

90-Day Post-Launch Success Plan

Flagright's commitment to client success remains high in the first 90 days post go-live, a period viewed as critical for achieving value and ensuring the solution is fully embedded. Immediately after launch, an intensive success plan is executed to maximize value realization during the initial operational period.

Post-Launch Intensive Support

For roughly three months after go-live, the CSM and supporting team continue with an elevated engagement model. This often includes: daily or weekly check-in calls to monitor progress, dedicated support for any user questions, and closely watching key metrics (like alert volumes, false positive rates, system performance) to catch any anomalies early. The objective is to achieve operational excellence with the new system, optimize performance, and validate the expected business ROI in real conditions. Flagright treats this period as an extension of the implementation, where adjustments can be made (for example, tweaking a rule threshold if it's too sensitive and creating excessive alerts, or adjusting a report format to better suit the client's use).

Mutually Agreed Success Criteria

At the start of the 90-day period, Flagright and the client define what success looks like by day 90. These success criteria were likely discussed pre-launch, but now they are finalized and measured. They typically include a mix of operational performance metrics and business value metrics.

EXAMPLE 01

Operational performance metrics might cover system availability and processing efficiency

System Uptime & Availability – ensuring the platform is available virtually 24/7 with no unexpected downtime (often tied to service level agreements); Transaction Processing Speed – measuring how quickly the system processes transactions and returns risk scores (e.g. average response time per transaction); Case/Alert Resolution Time – tracking how long it takes for compliance analysts to close alerts or cases now, compared to before Flagright. These metrics verify that the system is reliable and efficient for day-to-day operations.

EXAMPLE 02

Business value metrics focus on the ROI and effectiveness improvements

Compliance Efficiency Improvement – for instance, a reduction in manual work or time spent due to automation (Flagright might measure that through time-and-motion studies or by counting reports that are now auto-generated); Risk Detection/False Positive Rates – ensuring the new system is catching more true issues and/or reducing noise (if such goals were set); User Adoption and Satisfaction – gathering feedback from the actual users via surveys or feedback sessions to gauge their comfort with the new tool, and tracking usage statistics (are all teams using the system as intended? any drop-offs?). This can include metrics like user satisfaction scores or the number of support tickets logged by users (fewer issues over time indicates smoother operation).

Early in the post-launch phase, baseline measurements for these metrics are established using either pre-implementation data or data from the first days of using Flagright. For example, if prior to Flagright the average alert review took 2 hours, and the goal is to reduce that by 50%, that target is noted. Flagright and the client typically hold a target-setting workshop within ~2-3 weeks of go-live (around days 15–21) to agree on realistic improvement targets for the 90-day mark. These targets factor in the baseline and the client's strategic goals (for instance, maybe the client wants to double the number of customers screened per analyst, the plan will reflect something achievable toward that).

90-Day Plan Structure

With targets in place, a plan is laid out for the 90 days. This includes defining milestones/checkpoints, for example, a 30-day checkpoint, 60-day checkpoint, etc., to see if progress is on track. Early warning indicators are identified (so if by day 30 the false positive rate hasn't improved at all, that's a sign to adjust something). The plan also clarifies responsibilities, which actions will Flagright take (perhaps additional training sessions, fine-tuning some models) vs. what the client team will do (maybe process changes or more staff allocated). Importantly, measurement methodologies are agreed upon for each criterion (data sources, calculation methods, frequency of reporting) to ensure transparency. This avoids any later disputes, both sides know how success will be evaluated.

Throughout the 90 days, the CSM will regularly report on progress. Flagright might provide a weekly or bi-weekly "dashboard" of the success metrics. If certain targets are not being met, Flagright works with the client to understand why and course-correct (this could mean additional training, adjusting rules, or identifying if something in the client's process is hindering success).

OUTPUT

At the end of 90 days, there is typically a 90-day review session. In that meeting, Flagright and the client review the success criteria outcomes: which targets were achieved, which exceeded, and which might need more time. This review is often the first formal Quarterly Business Review (QBR) and sets the tone for ongoing engagement. By this point, the solution should be delivering tangible value, and any initial kinks have been worked out. The 90-day plan thus serves to validate ROI and cement the system's benefits, turning the focus toward continuous improvement in the long run.

Quarterly Business Reviews (QBRs) and Ongoing Engagement

After the initial 90 days, Flagright transitions the client into a regular cadence of Quarterly Business Reviews (QBRs). These are structured, strategic meetings held every quarter to ensure the partnership continues to deliver value and to plan ahead.

QBR Purpose and Objectives

The QBR is a cornerstone of Flagright's long-term engagement. It serves as a periodic checkpoint to evaluate how things are going beyond the day-to-day, essentially a strategic tune-up every three months. Primary objectives of QBRs include assessing business value achieved (e.g. ROI, efficiency gains), identifying opportunities for further optimization or needed enhancements, reviewing compliance effectiveness (are there any new regulatory challenges or trends to address?), and ensuring the solution continues to align with the client's evolving goals. It's as much about looking forward as reviewing the past quarter, Flagright and the client use it to plan upcoming improvements or initiatives (for example, enabling a new module, adjusting to new regulations, or additional training if there were personnel changes).

QBR Structure

Flagright typically sets a clear agenda for each QBR to cover all critical areas in a time-efficient manner.
A QBR meeting might last around 2 hours and cover four key sections:

01   ≈30 min

Executive Summary & Dashboard Review

A high-level review of the key performance indicators (KPIs) and metrics from the last quarter. This includes an executive dashboard that Flagright prepares, showing at a glance things like alert volumes, system uptime, average processing times, and any agreed KPIs for value (e.g. cost savings). The aim is to ensure client executives and the project team have a common understanding of the platform's performance and business impact.

02

≈45 min

Operational Performance Deep-Dive

A more detailed analysis led by the client's team (often the compliance operations lead) with Flagright's input. They discuss workflow metrics, for instance, how efficient the alert handling process is, any bottlenecks observed, false positive rates, noteworthy compliance outcomes (e.g. suspicious activity detected). They also review how effectively the client's team is using the system and follow up on any support issues or tickets from the quarter. This part is about optimizing day-to-day operations: are there configuration tweaks or additional features of Flagright that could improve productivity or effectiveness?

03

≈30 min

Strategic Alignment & Roadmap

Here the discussion shifts to the bigger picture. The client's business objectives (growth plans, new products, entering new markets, etc.) are considered in light of their compliance strategy. Flagright might share its product roadmap or upcoming features, and together they assess if there are new modules or capabilities that the client should leverage in the future. If the regulatory environment has changed or new risks have emerged, this is addressed. Essentially, this is about ensuring the technology and compliance program remain aligned with the business strategy and that Flagright's solution adapts to any changes.

04

≈15 min

Action Planning

The QBR concludes with concrete next steps. Both parties agree on any actions for the next quarter, this could be further training sessions, tuning certain rules, implementing a requested enhancement, or even planning an expansion of Flagright's deployment to new business lines. Responsibilities and deadlines for these actions are noted so that progress can be checked in the next QBR.

Throughout the QBR, metrics and data drive the conversation. Flagright's approach is to be very data-driven and transparent in these meetings, using facts and figures to celebrate successes or to pinpoint issues.

Metrics and KPIs Reviewed

Each QBR brings a performance dashboard to the table, which typically includes metrics in categories like:

Operational Excellence	Business Value	Customer (User) Satisfaction
e.g. system uptime and reliability statistics, average transaction processing times, number of alerts generated vs. handled, alert clearance rates, and other indicators of operational throughput and stability.	e.g. reduction in compliance costs or manual effort (perhaps quantified in hours saved or FTE reallocated), improvements in risk detection (such as how many high-risk cases were identified by the system that might have been missed before), and overall ROI calculations for the Flagright solution.	e.g. user survey results or NPS scores from the client's team regarding the Flagright platform, support ticket statistics (how many issues were raised and resolved, response times), and training updates (new staff trained, etc.).

Reviewing these metrics ensures that the conversation stays focused on tangible outcomes. If any metric is trending negatively, it's addressed with an action plan.

Continuous Improvement

The QBR is part of a continuous improvement loop. After each QBR, the agreed-upon actions are implemented over the next quarter, and their impact is measured in the following QBR. Flagright also uses QBRs to incorporate client feedback and benchmark the client's performance against industry peers or best practices (anonymously, where possible). This benchmarking can highlight areas where the client could further improve or where they're already excelling. Over time, these cycles drive the client's compliance operations to become more efficient and effective, and help Flagright refine its product and services by learning from each engagement.

In essence, QBRs institutionalize the practice of never settling: there are always new enhancements to consider, fine-tuning to be done, or evolving business needs to support. This ongoing engagement model underlines Flagright's commitment to being not just a vendor, but a long-term partner in the client's success.

11-Week Implementation Timeline & Key Milestones

For reference, below is a high-level timeline of a standard 11-week Flagright implementation, from contract signing to production go-live, followed by the 90-day success period. This illustrates how the phases described above map to a typical project calendar:

TIMELINE	PHASE	KEY ACTIVITIES	MILESTONES
Week 0	Pre-Implementation	○ Contract signing ○ Resource allocation ○ Kickoff scheduling	Implementation team assigned, kickoff set
Weeks 1 – 2	Discovery & Planning	○ Dual-track discovery (compliance + technical) ○ Requirements documentation ○ Integration specs finalized	Signed-off scope & project plan
Weeks 3 – 4	Configuration & Development	○ Platform configuration (rules, workflows, reports) ○ Integration development ○ Foundational user training	Configured test environment + integration build
Weeks 5 – 6	Training & QA	○ Advanced training & certification ○ Internal QA testing ○ Issue resolution	Trained users & tested solution
Weeks 7 – 8	Testing & UAT Preparation	○ Integration + quality testing ○ UAT data load & plan finalization ○ Final user certifications	UAT-ready environment & sign-off for testing
Weeks 9 – 10	User Acceptance Testing (UAT)	○ Client-led UAT execution ○ Defect resolution & re-testing ○ Go/No-Go review	Formal UAT sign-off, go-live approval
Week 11	Go-Live Deployment	○ Production deployment ○ T+1 hr & T+24 hr monitoring ○ Post-launch validation	Stable production system & launch report

Week 0

Contract Signature to Kickoff

Administrative setup and Pre-Kickoff activities. The Flagright team is assigned and begins internal preparation. The official kickoff meeting with the client is scheduled for the start of Week 1.

Weeks 1-2

Discovery & Planning

Project Kickoff occurs and the dual-track discovery phase is in full swing. Key outcomes by end of Week 2: documented compliance requirements and processes, technical integration design and specs completed, and mutual understanding of project scope and plan.

Weeks 3-4

Configuration & Development

Flagright configures the platform (rules, workflows, reports) while simultaneously the engineering team starts integration development. By the end of Week 4, initial platform configuration is done and core integration components are built. Also, User Training begins around Week 4 with foundational platform use.

Weeks 5-6

Training & Build Completion & Development

The client's team continues through advanced training and certification modules (expected to be completed by around Week 6 or 7). In parallel, integration development work wraps up by Week 6. Internal QA testing starts as components become ready. By end of Week 6, the solution is feature-complete in a test environment.

Weeks 7-8

Testing & UAT Prep

Flagright's team conducts thorough integration testing and quality assurance in Weeks 7–8, fixing any issues found. The system is prepared for UAT (test data loaded, UAT plan finalized). If training wasn't fully completed earlier, any remaining user certifications are done by Week 7. By the end of Week 8, the product is stable and UAT-ready, with all stakeholders prepared for the next step.

Weeks 9-10

User Acceptance Testing

The client executes UAT with Flagright support. Over these two weeks, all scenarios are tested by client users. Any identified defects are resolved and re-tested. By the end of Week 10, UAT is completed successfully and formal sign-off is obtained, indicating the solution meets the requirements. Go/no-go meeting confirms all go-live prerequisites are met.

Week 11

Go-Live Deployment

The production Go-Live is scheduled and carried out. Flagright and the client perform final pre-launch checks (Week 11 start), then execute the deployment (typically mid-week or end of week). The system goes live in production, with intensive monitoring at T+1 hour and T+24 hours post-launch. By the end of Week 11, the implementation phase is formally closed with a stable production system in place.

Following these 11 weeks, the post-launch 90-day success plan commences immediately, and the cadence of QBRs each quarter thereafter ensures continuous engagement and improvement.

By following a rigorous timeline with clearly defined phases, maintaining parallel focus on compliance and technical needs, and insisting on thorough testing and user readiness, Flagright minimizes implementation risk and builds trust from the outset. Clients know exactly what to expect at each step; from a well-managed kickoff to a criteria-based go-live, and can rely on Flagright's ongoing partnership to continuously optimize their financial crime compliance operations. This operational clarity and follow-through not only leads to successful go-lives, but also to long-term success measured in improved compliance outcomes and sustained business value.
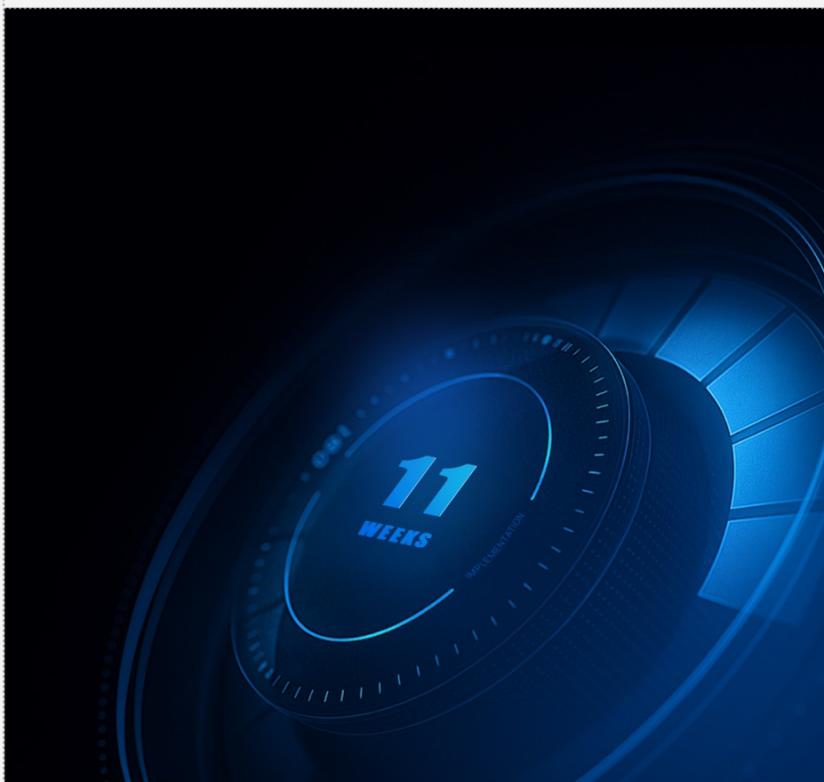
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