

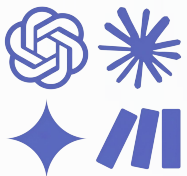
## IMPLEMENTATION SERVICES

*From first solution to go-live, here's what the process looks like.*

An audit tells you what to do. Implementation is where it actually gets done. Horizyn implements proven off-the-shelf tools and builds custom solutions where no ready-made tool exists. Every engagement starts with a shared plan, stays on track with regular updates, and ends with your team fully equipped to run what was built.

### HOW IT WORKS

The large majority of implementations use off-the-shelf tools — proven platforms configured specifically for your workflows, your data, and your team. For problems that no existing tool solves well, custom solutions are built from scratch.



#### Off-the-Shelf Implementation

These tools are chosen for their speed of deployment, production

reliability, and practicality for your team to manage. Common platforms include Claude, ChatGPT, Make, and Retell.

**Alignment** — We agree on which solutions to implement and in what order, based on impact and dependencies.

**Timeline** — A delivery schedule is set for each solution so you know exactly when to expect results.

**Progress Updates** — You're kept in the loop throughout the build, with no surprises at handoff.

**Handoff & Training** — Once live, your team is walked through the solution so they can own and operate it independently.



#### Custom Builds

For problems that off-the-shelf tools can't solve, solutions are built to spec.

**Objective Alignment** — We define exactly what the solution needs to do and what success looks like before a line of work begins.

**Requirements Alignment** — Inputs, outputs, integrations, edge cases, and constraints are documented and agreed upon.

**Timeline** — A delivery schedule is set so expectations are clear from the start.

**Progress Updates** — Regular check-ins keep you informed and allow for course corrections before delivery.

**Handoff & Training** — The solution is deployed into your environment with full documentation and a walkthrough for your team.

**Continued Support** — Custom builds include a support period after go-live to address issues, answer questions, and make adjustments as your team starts using it in the real world.