

**Who should I contact with questions about my migration?**

We will supply migration specific contact information as we get closer to your migration date.

**What will be needed from me to migrate?**

We will supply information about roles and responsibilities when we notify you as we get closer to your migration date.

**When will my migration take place?**

We will be completing the migration in segments and will reach out with more information when we have determined the complete schedule. All clients who need to be migrated will be provided with a minimum of six weeks notice. During this time, we will be available to answer any questions you may have.

**Does this affect all clients?**

Any clients that use SJV Connect exclusively will not be affected. However, if you use both systems or just WSS Fuse we will work with you to migrate your accounts over the coming months.

**Will I have to sign a new contract?**

If you have a current contract with SJV Data Solutions, you do not have to sign a new contract. For those without an SJV Data Solutions contract, we will be in touch over the coming months.

**Will my pricing change as a result of the migration?**

No, pricing will not change as a result of the migration.

**Is there any cost involved to move my work over?**

No. InformData will not impose any charges for the migration.

**Will my account management structure change upon migration?**

No. You will continue to be supported in the same manner you have been accustomed to.

**Will there be any downtime?**

No. We do not anticipate any downtime because of the migration.

**Will I still be able to access my previous orders in Fuse?**

Yes. You will continue to have read-only access to in-process orders and historical data in the Fuse platform post-migration for the foreseeable future.

**Will I receive training on Connect?**

Yes. We will offer weekly training sessions for you and your team.

**If I place an order in Fuse that does not get completed before I migrate to Connect, will I still retrieve the result in Fuse?**

If an order is placed in Fuse, you will receive the results from Fuse. The migration date will not affect searches that have already been ordered.

**How will the migration affect my billing?**

For the time being, SJV & WSS will continue to operate as separate legal entities as part of the InformData Group (of companies). We will send formal notification to our client and vendor accounting department contacts when we are closer to a change of the existing SJV and WSS billing relationships to InformData.

**If I use a third-party platform, will I need to make any changes?**

Yes. If you use the WSS Fuse platform, there are some adjustments you will need to make to send orders and receive results. We will provide detailed guidance on these changes as you get close to your migration. If you exclusively use the SJV Connect platform, no changes are necessary.

**If I connect to your system via Custom API (Application Programming Interfaces), will I need to make any changes?**

Yes. If you use the WSS Fuse platform, there are some adjustments you will need to make to send orders and receive results. We will provide detailed guidance on these changes as you get close to migration. If you exclusively use the SJV Connect platform, no changes are necessary.

**Who should I contact with questions about my migration (yes, we know we've included this a second time)?**

We will supply migration specific contact information as we get closer to your migration date.