INFO SHEET

ATOMIC ONBOARDING

How we bring in new clients sets the groundwork for a successful, long-term partnership. Details missed up front can result in overruns, scope creep, and downtime. We avoid all that with an honest, thorough, and proven approach.

DISCOVER
We dig in, then document. From the switch to your staff, workflows to wireless, it all feeds our detailed recommendations.

ONBOARD
We guide you through implementation and migration while setting up billing, SLAs, users, comms and more.

MAINTAIN
The flip is switched. Your Account Coordinator now maps out ongoing work for the care and feeding of your services.

Getting to the root
01

Flipping the switch
02

Continual improvement
03

01
- Review portions or all of your environment
- Document credentials, endpoints, & system information
- Gain an understanding of workflows within the environment
- Outline recommendations & potential migration efforts

02
- You're guided through onboarding setup – accounting, support documentation, etc.
- Implementation of selected migration efforts outlined in discovery phase
- Overcommunicate changes to relevant stakeholders
- Begin support services

03
- Onboarding implementation completed
- Support & monthly services fully setup
- Introduction to a dedicated Client Engagement resource
- Maintenance efforts planned & scheduled for the year, including monthly, quarterly, & annual work