



# IMPLEMENTATION

Onboarding and Training from Industry Experts

## Personalized Onboarding Designed For Your Success

With years of industry experience, Advantzware's team of experts are always available to ensure your success.

Maximize your investment.

Our team of experts work hand in hand with you to identify your goals, business requirements and resources needed to ensure the Advantzware implementation is successful for your organization.



## ONBOARDING AND TRAINING PROGRAM

Combined with proactive, step-by-step guidance, our comprehensive onboarding and training program utilizes a combination of on-site training, online training and project management to implement the system. A detailed implementation plan will be completed in coordination with your system administrator prior to kick off.



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## "GET UP AND GO" PROGRAM

Minimize the impact on your employees and the disruption of your business with our white glove Get Up and Go Program. With the Get Up and Go Program, you receive professional services for data migration, system set-up, project management, training and consultation to facilitate implementation of the system and transition from your current system.

This special implementation plan provides a System Setup Specialist to enter information and build all of your data files required to make the system operate efficiently so that you are not required to disrupt your business and tie up your own people and resources to do so. Once the system is all set up and ready to go, an Implementation Specialist will come on-site for a week of training and assistance for you and your employees and take you Live on the system.

During the Go Live process, our Support Specialists will be standing by to answer any questions that may arise and assist with tweaking the data or setup files to keep your operation moving forward.

## TECHNICAL SUPPORT

**Expert Team:** Our support team provides expert technical assistance through our highly trained industry professionals who are committed to client satisfaction. Their goal is to use their expert knowledge of Advantzware to help your business succeed.

**Online Support:** As a client, you will have access to our online Support Portal which provides all current product support information, issue tracking, documentation and product release notes.

## DEDICATED RESOURCE PLAN

With the Dedicated Resource Plan, you pay for services over the term of 12 months, leveling out the cost of services to match the usability of the system. The bonus is you can customize services in any combination to maximize the business value and ensure implementation is smooth and seamless.

The Dedicated Resource Plan is an annual renewable agreement commitment that is billed monthly with your license and support fee. Services can be any combination of resources for training, project management, data migration, consulting or developer modifications including online training, analysis and meetings.

The Dedicated Resource Plan includes a specific number of days of services for the year at a discounted rate, but the time can be used in advance or banked for later use as desired. This level of service can be adjusted at each renewal based on your anticipated needs following the first year. The only additional charges related to services are travel costs for on-site work, billed at cost as incurred.

## CUSTOMIZATIONS & MODIFICATIONS

We understand each organization's needs are unique. Our system has been developed over the past 30 years based on input from our valued customers so you will have the advantage of best practices by hundreds of other companies similar to yours.

If you need customizations, our team can develop system modifications that adapt the workflow to your preferred internal processes.