



Cloud Implementation Process Is More Than Plug-&-Play

PROJECT MANAGEMENT

- Dedicated Project Manager assigned.
- Your best interest and outcomes built into the project.

Start

2



KICK-OFF CALL

- Project plan designed with best practices.
- Communicate key milestones and expectations.

FINAL DESIGN

- Performed by certified Unified Communications experts to meet your needs and requirements, including detailed network requirements.

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PROVISIONING & DELIVERY

- Data Collection is performed.
- Final design for implementation approved by the customer.
- Provisioning the solution begins.

TESTING

- Performed to checklist specifications.
- Customer approves before giving us a “go-live” signal.

5

6



TRAINING

- Dedicated training team. Tailored training plan, including system administration training, is generated to ensure specific needs are met.

GO-LIVE

- We are present.
- Assures that the system meets your expectations for functionality and quality.

7

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TRANSITION TO SUPPORT

- Customer defines project completion.
- Formal hand-off to Support.
- Move forward contacts defined.

SUPPORT AND INNOVATION

- Unparalleled Partner Support.
- We work with you to continue to increase system value and innovations.

Finish