

## Onboarding Commencement

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## **Commencement Meeting**

### Onboarding commencement within 2 days from signing.

- Set timeline for successful onboarding project.
- Review documentation Requirements.
- Begin PSA Connector integration.
- Establish primary contacts + communication protocols.
- Set onboarding meetings.
- Schedule target go live date.

## **GMS Systems Setup**

- deployed.

# **Onboarding Steps and Timelines:** Launch in just 30 days!

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## **Status Checkpoint Meeting**

## Reviewing integration status.

- Branding completed + signed off.
- PSA + RMM integration.
- NOC discovery process review.
- Phone + Ticket flow testing.
- 'Working with GMS' Partner training.
- Reporting standards established.

**Phone** integration begins with local Partner phone line ordered.

**Chat** is branded with Partners logo.

**PSA Connector** setup begins. Admin credentials shared.

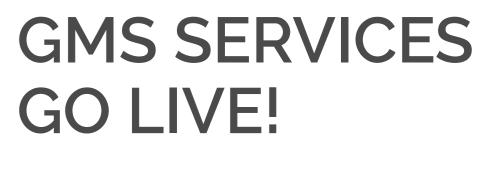
**RMM Access** granted + GMS stack

Child Client details delievered for sites to be onboarded.

- Meet your GMS Help Desk + NOC Manager & Quality Officers.
- Final update + sign-off on KB, support contacts and notification processes.
- Partner review + sign-off on reconciliation processes.
- Review GMS touch points + SLAs associated with each.
- Review activity reporting.
- Schedule ticket completion review meetings.

## Systems Integration Testing

- Bi-directional systems testing including escalation flows.
- Review and validate data flow + mapping.
- Documentation review + testing.
- Partner ticket training and RMM tuning review



- Help Desk + NOC launch announced to user base!
- Final review of Partner to GMS contact methods.

## Launch Readiness

• Confirm go live date.