



bitnamic CONNECT

# ONBOARDING





**Bitnamic**



**Customer/You**

## Initial contact (telephone / e-mail / video conference)

- Assessment of fulfillment of requirements ..... Communication of key data and requirements
- Brief presentation of our software solution ..... Arrangement of demo appointment
- Arrangement of demo appointment ..... Arrangement of demo appointment

## Demo (video conference / on site)


- Live presentation of our software solution .....
- Assessment of the status quo, objectives & scope ..... Assessment of the status quo, objectives & scope

## Coordination + quotation

- Quotation .....
- Commission

## Optional: Testing phase



- Defining the testing scope:
  - Corporate divisions
  - Use cases
  - Participants
  - Platforms
- Internal organization of the testing phase
- Coordination with the IT department .....
- Pre-tests in corporate environment ..... Pre-tests in corporate environment
- Kick-off / Trainings .....
- Activation of the test accounts .....
- Support during the testing phase ..... 
- Regular feedback ..... Regular feedback
- Final evaluation, needs assessment & defining the scope of supply ..... Commission



### Option A: SaaS

- Defining the users
- Activation of the SaaS accounts

### Option B: Dedicated - Preparation of the system

- Provision of content for customizing (graphics, texts...)
- Customizing / Branding
- Server setup (based on hosting)
- System configuration
- Preparing for store publishing
- Server setup (based on hosting)

### Option B: Dedicated - Rollout

- Store Publishing
- Kick-off / Trainings
- Activating the accounts

### Maintenance

- Updates
- Support
- Feedback

### Optional: Project development

- Kick-off, project meetings...
- Module developments, integrations...
- Kick-off, project meetings...

