

CONNECT MIGRATION ONBOARDING

Here's a full breakdown of timelines and responsibilities for essensys onboarding

PROVISIONING

PRE GO-LIVE CONFIGURATION

Engagement Kick off Call
 Pricebook / Tariff / Bandwidth Shaping
 PNG files / hex colors for Connect branding
 User emails (invites to Connect) & Key Contacts
 Intro to customer journey website
 Sales enablement

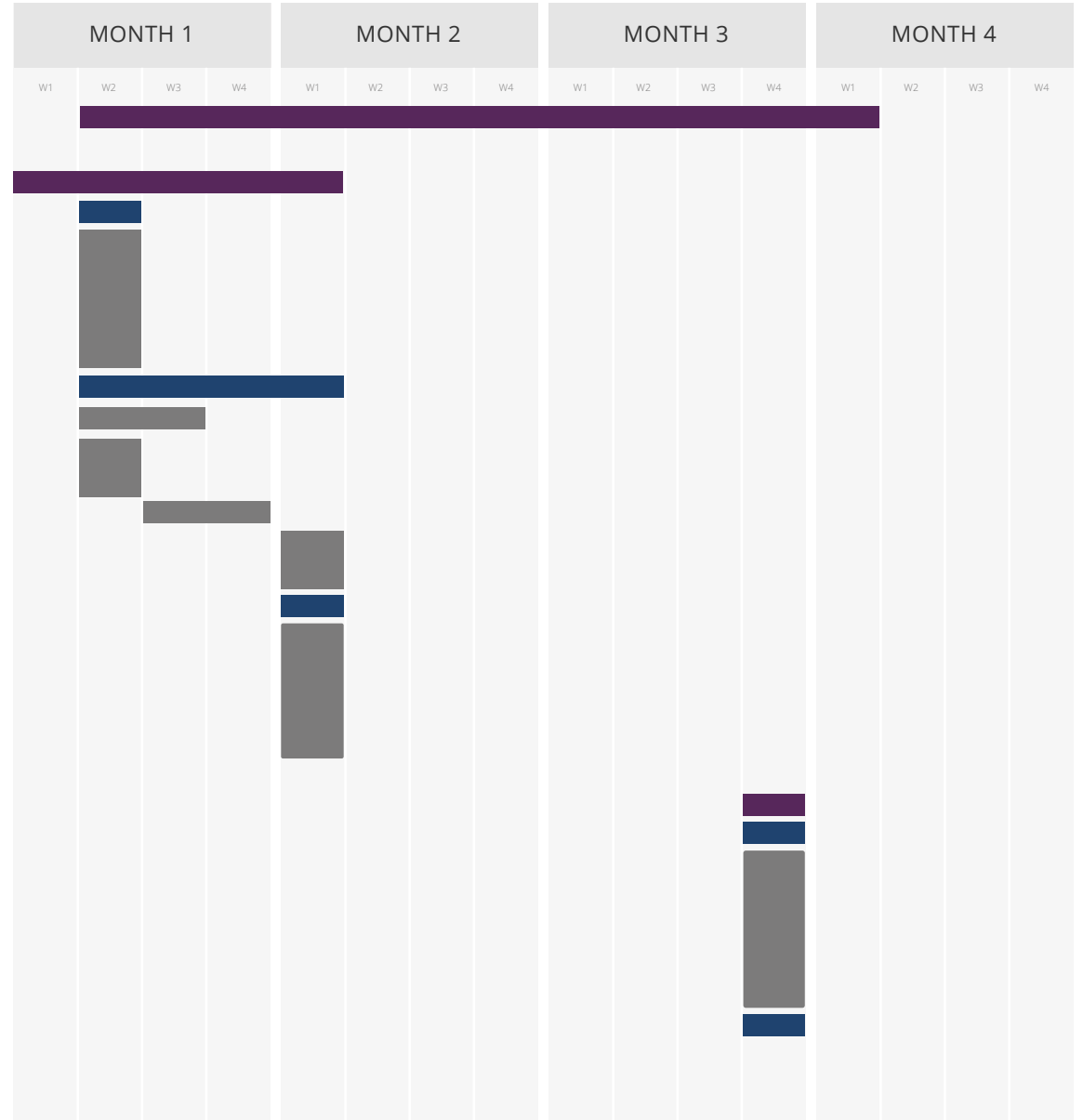
Actions required from Kick Off Call
 Pricebook completed / patching sheet returned
 Portal PNG logo / hex colors provided
 User / Contacts information provided
 Connect Built
 Branding completed
 Users invited

Connect Configuration call
 Success channels
 Bandwidth/Network Setup
 User Setup
 Settings
 Confirm Third Party Applications (EVO, Airtame, etc)

CONNECT READY

Accessing your Connect
 Client data review & comms
 Review Management Client with users, services and WiFi
 Check Operate to Connect Integration
 Review of data from room & port document
 Customer Comms- handouts for handsets / VMs etc

EVO Training



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CONNECT SITE GO LIVE WEEK

Day 1 (on site / zoom) - troubleshooting

Day 2 - 4

Setting Up Your first Connect Customer
Phone Set Up, Printers and WIFI devices
Moves, Adds, and Changes

CONNECT ONGOING ENGAGEMENT

IT troubleshooting

Forget Guest/MAC Networks
Check Bandwidth Graphs
Resetting WiFi Password
Apple Device Profile
Concurrent device limit
How to Find MAC address for support
WiFi MAC

Billing & Reporting

Standard Billing giving ability to export to CSV
Usage to breakdown allocation for phone/bandwidth
WiFi- (WiFi Statistics, Device Types)
Support (Open Cases, Client Summary)
Services- Active Services
Network-(Service Status, High Bandwidth Usage)

COLLATERAL

Migration customer comms plan
Website IT info doc
Security Documentation
Network piece
Connect T1 benefits piece
Voice T1 benefits piece
Bandwidth / wifi / device management T1 benefits piece

