

# Transitioning to pim



As a valued customer of pim, we strive to make your engagement with us as effortless as possible. From project requests and equipment installation to invoicing and how to contact us, we want working with us to be an easy, enjoyable process. We take pride in providing you with only the very best customer service and support. Your satisfaction is our measure of success.

Below is an explanation of what you can expect from pim.

We will work closely with you and your team to minimize disruption and offer a smooth transition.

## The Plan — pim will:

- Determine when you wish to transition to pim
- Provide a list of network items and credentials we need to begin transition
- Overlap your current IT service for 30 – 45 days
- Schedule a full network assessment
- Schedule a meeting to present a network assessment report
- Provide client portal username and passwords
- Establish a backup plan for your database, files, and domain



## Client Responsibility

We may provide you with a basic network questionnaire requesting usernames, passwords, and important data regarding your most commonly used software packages and other vendor information. You may choose to complete this questionnaire yourself or you can have a pim teammate assist you for a fee. Our Client Concierge team may contact you to confirm financial information, such as billing emails and other account-related contact information. They may also request additional billing and ship-to information.

