

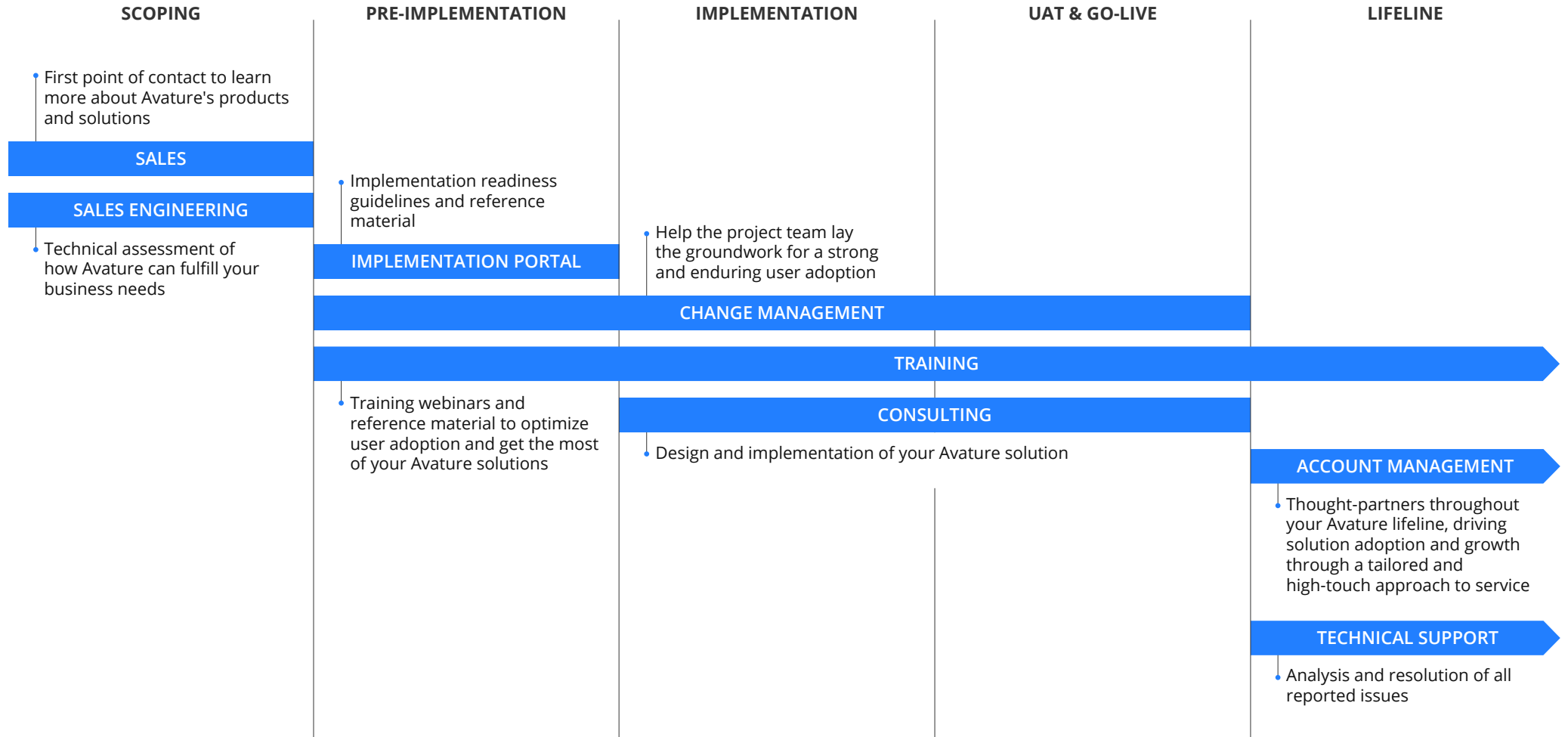
Avature Customer Journey

Welcome to Avature!

This document outlines your Avature journey and provides you with an overview of the different teams—apart from Sales and Sales Engineering, whom you’ve already met—that you will interact with along the way.



These are the five main stages of the Avature journey.
The image below depicts each stage and the teams involved in each.



Pre-Implementation

In this stage, the people on your team who will work on the implementation can leverage the materials available in our implementation and training portals to gain an overview of best practices to approach your implementation and general platform knowledge to plan the custom configuration of your Avature solution.

- Our [Pre-Implementation Guide](#): A portal where your team will find general implementation readiness guidelines and reference material.
- Our [Training Campus](#): Represents a comprehensive resource center to explore self-paced materials such as tutorial videos on all Avature solutions, Webinars on core features and functionality, a Glossary that provides a series of definitions and explanations to support our learning environment and an extensive collection of Help articles to read through or download.

Change Management

During this stage, a Change Management Analyst will connect with you to share guidelines to improve your implementation readiness, and to review change management best practices relevant to your Avature solution.

Implementation

During this stage, representatives from Consulting, Change Management and Training will tailor Avature to your needs and prepare you for a successful adoption.

Consulting

An Avature Implementation Consultant will work hand-in-hand with you to understand your work processes and translate them into an Avature configuration.

The Implementation Consultant will analyze your business requirements and help you optimize your processes. They will also plan, manage and coordinate supporting projects related to:

- Configuring the platform
- Designing and configuring workflows and processes
- Developing portals
- Defining and creating custom reports
- Migrating data
- Setting up integrations with third-party systems

Change Management

To help you introduce Avature to your users effectively and achieve a lasting adoption, your Change Management Analyst will:

- Suggest key initiatives and milestones to integrate into your project and cutover plans.
- Provide feedback on change management content you generate.

Training

Our Training team will stay close to your implementation and will connect with you to work on the design of a personalized training session focused on your specific use case and configuration. Training will be scheduled before Go-Live and it will include the specifics of your new solution such as configuration elements, distinctive naming conventions, special considerations, and frequently asked questions.

Go-Live

Go-Live is a relatively short stage characterized by one very big event—your configured and tested Avature solution is opened up so that users can officially start working in the platform. You'll schedule your go-live date with your Implementation Consultant.

Lifeline

The Lifeline stage is about the long-term maintenance and success of your Avature solution. You'll work closely with the Account Management, Training and Technical Support teams, who will help ensure your product's optimal use.

Account Management

Now that you've gone live, your designated Account Manager will partner and accompany you throughout your continued Avature lifeline. The Account Manager will be your main point of contact, liaising with other Avature teams as needed and doing everything in their reach to ensure you make the most of your Avature solutions.

To that end, your Account Manager will hold regular calls to discuss a variety of topics, including but not limited to:

- Early and continued adoption, to facilitate usage monitoring and identify user engagement opportunities
- Enhancements and new features, to ensure your Avature solutions continuously evolve
- Change requests and projects pipeline, to continuously mold Avature to meet your evolving business needs
- Overall customer satisfaction, to keep our services in check and ensure your Avature experience is as positive as it can be

Training

To guarantee users are up to speed and can make the most out of your Avature solution, our team will provide the necessary resources and training courses through our Training Campus available 24/7 at no additional cost.

Upon request, our Training team can work with you to develop and deliver a custom training program focused on your Avature business case, which can include:

- Virtual Training sessions
- Onsite Training
- Train-the-trainer plan
- Training Guides

Technical Support

Our in-house specialists are trained to apply a high level of technical analysis in order to help resolve any issues you experience with your Avature solution. With their thorough functional knowledge of both the platform and the tools used to debug your solution's behavior, the technical support specialists will:

- Assist your administrators in their daily use of the application.
- Identify, reproduce, classify and report system issues to the corresponding Quality Assurance team, or redirect them to other teams if needed.
- Recommend temporary workarounds (if available and if necessary), and provide you with an estimated time of resolution.
- Follow up on all reported issues to make sure they are solved within the shortest time possible.
- Keep you posted on the status of any other open reported issues, and let you know when they are solved.

Our technical support specialists are available 24/7 (excluding the off-peak period established in the Service Level Agreement) to answer your questions and offer assistance via phone, [email](#) or through the [Avature Customer Portal](#).

Contact Us to Learn More

For more information, please contact your Avature representative
or visit our website

www.avature.net

