



Powered by Convergence Group

Onboarding datasheet



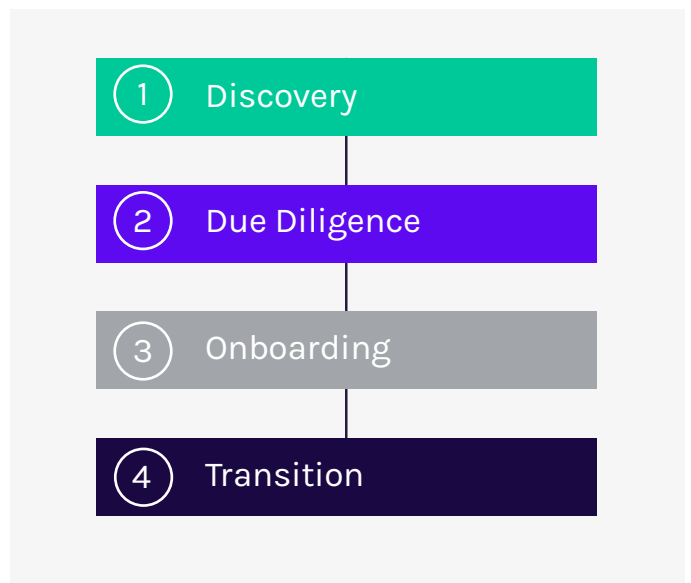
Onboarding

Maximum functionality, minimum disruption

Moving towards Connectivity-as-a-Service can be a transformative move for your business - but we understand that your day-to-day operations can't come to a halt while we get you up and running.

Our experienced customer delivery experts will work with you to ensure a successful transition, acting as the 'go to people' throughout the process to minimise the impact on how your business runs. In short, you'll still be able to walk while we make you able to run.

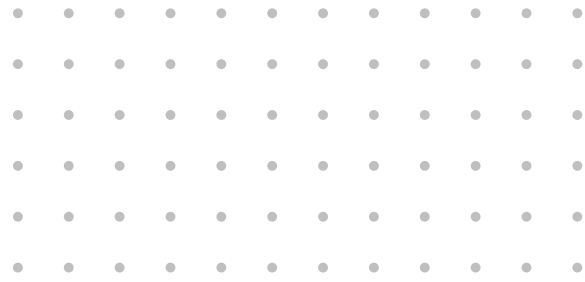
From onboarding to transition, we aim for this process to take 90 days. We achieve this by following a four-stage approach, which we'll outline within this datasheet.





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1

Discovery

Getting to know you

The first step towards establishing your ideal Tiviti implementation is for us to understand how your network operates at present, what your business needs are, and how your outsourced network infrastructure can support this.

That's why our process begins with an introduction to your dedicated project manager, who will discuss your requirements, validate orders, plan out the project and line up all necessary resources with third parties.

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2

Due Diligence

Detailed planning for refreshing with confidence

It's our job to work through all the information you give us and set up a detailed plan that allows the onboarding and transition phases to run as smoothly as possible.

This includes logical and physical audits of your estate, conducted by our network partners, that will allow us to determine the most effective and disruption-free way forwards. Your project manager will also work with our connectivity partner Convergence Group to ensure that all the required deliverables arrive or are made available at the right times.

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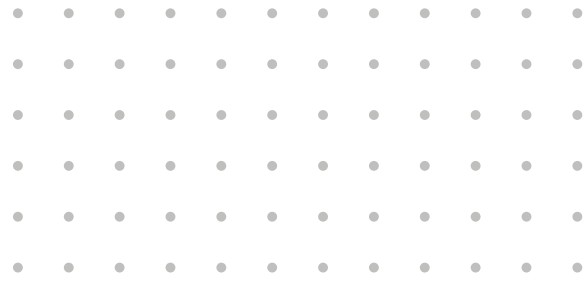
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Setting you up for success

Once the due diligence phase has been completed, our team will start running through all the key steps needed to activate your service, as per the plan previously agreed. What that involves will vary depending on your adoption path, but it will typically include:

- Transfer of current vendor management
- Building your CMDB, containing critical SNMP data
- Knowledge transfer
- Completion of planned upgrades and network refresh
- Set-up of your Tiviti IQ web-based management dashboard
- Implementation of the governance and support plan

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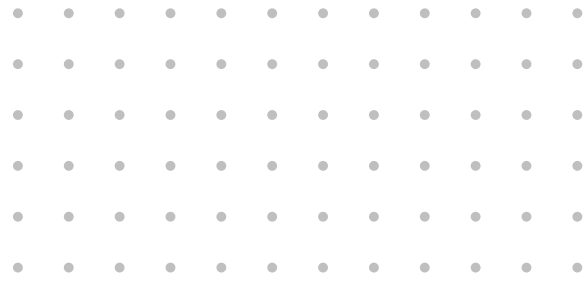
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Transition

Your new 'business as usual' starts here

With the new infrastructure ready to go, it's time to start migrating your users onto the new platform and get your business fully up and running. The ultimate goal is to have all correct access permission provisions for every user, and the reporting functions within Tiviti IQ to be fully operational.

The 'transition' stage is all about moving you into a 'BAU' service model, but in the event of any issues, we've got you fully covered. As part of our commitment to your ongoing service, the Tiviti team will always be there to support you, if and when any unexpected problems arise.

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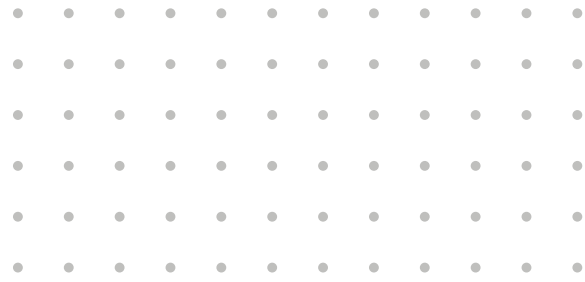
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Welcome Onboard

That's it! You now have full control of your fast, reliable and secure business connectivity, with no loss of oversight or authority and no more network management complexity.

With our flexible per-user, per-month model you can upsize or downsize to suit your business through your Tiviti IQ self-service dashboard, but don't forget that you can still contact the Tiviti team should you need us!

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