

Onboarding

Unlock the full potential of your
ManageEngine solution

Get holistic solution implementation services, completely customized by experts to solve your unique business requirements.

Why choose Onboarding?



Get risk-free solution implementation.

Every solution is installed and configured by onboarding experts with years of relevant experience in real-life deployments. With plenty of room for human-error, save yourself the tedium and risk-proof your solution implementation with our expert onboard.



Implement practical business-driven customizations.

Every business is unique and has unique requirements and applications, which is why our Onboarding consultants take a requirements-centric approach to solution implementation. Your implementation is thoroughly customized to solve the business requirements unique to you.



Expedited your solution's time-to-value.

Skip the waiting period and get started with your fully configured solution in no time with quick and streamlined onboarding.

How Onboarding works:



Pre-implementation

Preliminary Consultation

The client and the onboarding consultant enter a discussion to define the stakeholders involved, the organizational matrix, the nature of the deployment environment, and the client's business requirements. A set of implementation requirements, such as system and network requirements, are provided to the client to prepare the deployment environment for installation.

Document(s) involved in this stage:

- 1 A **Business Requirements** document assessing the client's solution requirements within scope.
- 2 A **Standard Operating Procedure** describing the project operations. This document entails exact information about:
 - The stakeholders involved
 - The roles and responsibilities of the onboarding team
 - The project schedule
 - The project deliverables
 - The communication schedule
- 3 A **Scope of Work** recording the onboarding activities covered in the project, the scope of the onboarding activities, the pre-requisites for implementation, and the project dependencies.



Implementation

Upon completion of the pre-requisites, the onboarding expert installs, configures, and customizes the solution in the client's environment.



Post-implementation

Acceptance testing is carried out to verify successful execution of the pre-defined business use cases. The client's approval of the implementation and subsequent sign-off on a comprehensive summary of the project marks the completion of the project.

Document(s) involved in this stage:

- 1 A **User Acceptance Testing** document comprising of the tests to be performed by the client.
- 2 A **Sign-off** document summarizing the implementation project from start to finish.

No guessing games

You can instantly track your project's progress, get priority query resolution and more at any stage of the project with our intuitive progress-tracking portal and dedicated account manager.