

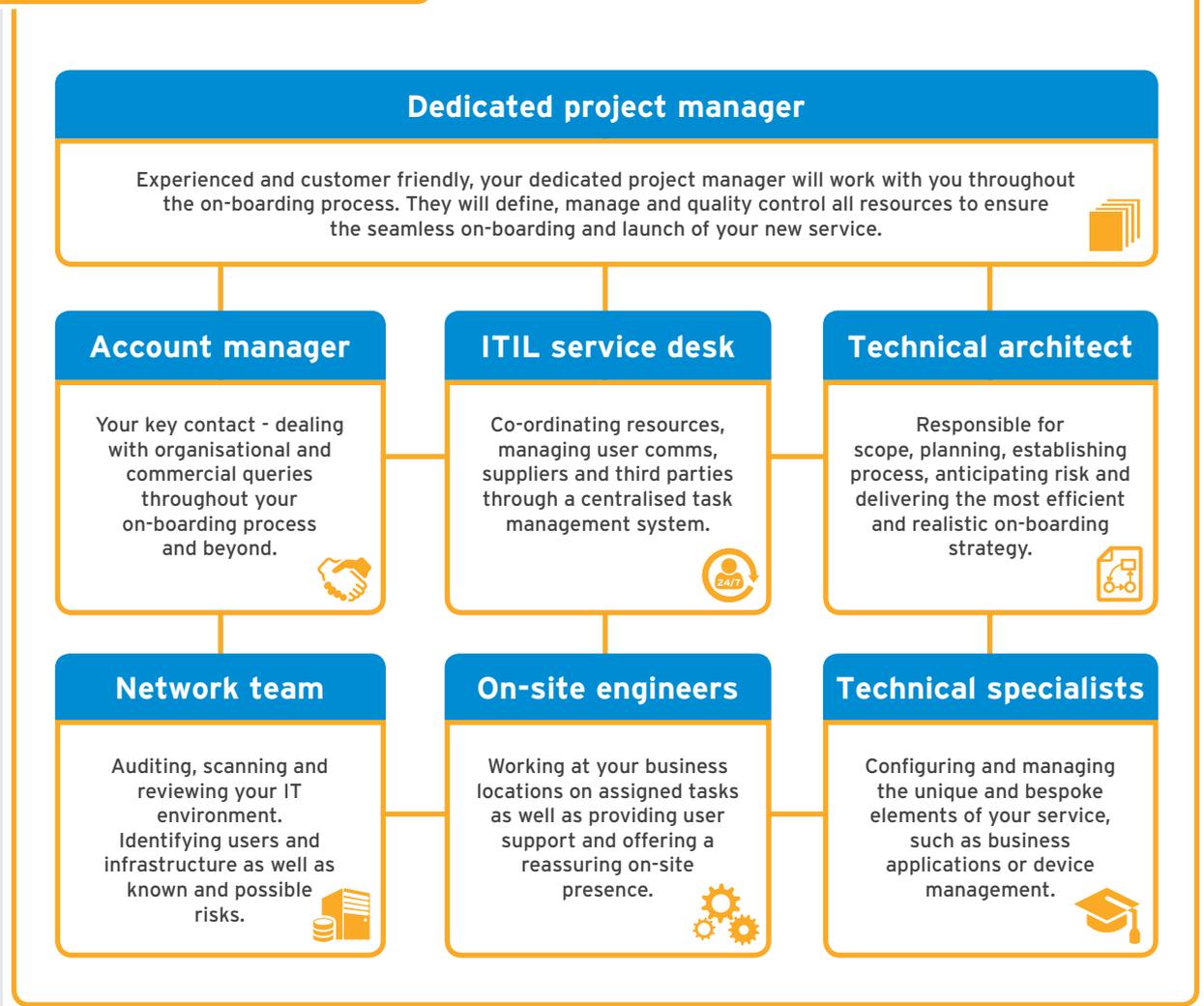


# Successful support from the start: How we on-board new customers

TDM Group understands the importance of a successful on-boarding process. Getting things right first time ensures an excellent user experience, builds confidence within the business and allows you to comfortably handover IT support to us while you concentrate on your other business priorities.

To ensure your business is successfully setup as a new customer you will have access to the TDM Group On-boarding team. This highly skilled and experienced team are dedicated to seamlessly transitioning your business into partnership with TDM Group.

## SmartSupport™ On-boarding team



## Our on-boarding process

This is based on almost two decades of experience and includes all of the comprehensive analysis, assessment and processes required for a smooth and professional service launch. Below is an example of the stages and tasks typically associated with the on-boarding of a new TDM Group customer.

### Audit

The Audit builds a comprehensive and detailed report of the customer IT environment. TDM Group works with stakeholders, users and third party suppliers to capture all necessary information. Typical tasks during this stage include:

- Identification of all hardware, applications & servers
- Identification of all users, groups & company hierarchy
- Capture current infrastructure configuration & proxy settings
- Capture existing support processes, docs & warranties
- Assess risks and vulnerabilities to current IT environment
- Conduct customer licensing review

### Analysis

The Analysis takes the information from the Audit and defines the tools, processes and timescales for a successful launch. This is critical in highlighting and mitigating any potential risks. Typical tasks during this stage include:

- Agree tools to be used during migration
- Define security, risk mitigation plan & backup policies
- Define migration plan & carry out pre-migration tests
- Define process for user support & service desk access
- Define monitoring requirements
- Define decommission requirements
- Define & agree administrative policies with the customer, such as user starter & leaver processes

### Implementation

Implementation involves the creation of the new solution/service and the migration of the customer to it, as well as managing the process documentation and launch communication. Typical tasks during this stage include:

- Establish VPN connectivity
- Add users & assets to the SmartSupport service desk
- Create process documentation & provide customer training
- Communicate new support processes to all users
- Install connectivity & test backup procedures
- Re-direct internal support communication to SmartSupport

### Assessment

The Assessment reviews all aspects of the Implementation stage as well as testing service levels and responsiveness against the milestones laid out in the Analysis. Typical tasks during this stage include:

- Review progress including any incidents/problems
- Resolution of any initial incidents/problems
- Review of administrative processes at work/live
- Regular conference calls with project manager, service desk & customer contact/s to review progress
- Identification of any long-term improvements

### On-boarding complete

The final stage of on-boarding is designed to ensure a stable and successful launch, as well as a smooth and supported customer transition to the TDM Group account management team. Typical tasks during this stage include:

- Launch of solution/service
- Communication of launch to the business
- Review of any incidents/problems
- Analysis of third party responsiveness
- Regular meetings to ensure customer satisfaction
- Transition to on-going account management process

### Customers then receive:

- Regular account reviews
- On-going business & technical road-mapping
- Regular supplier reviews
- User satisfaction surveys
- Regular reporting on SLA success rates
- Scheduled risk assessments
- Management of changes to service

### Find out more

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