

# SuccessStart Implementation Services

To maximize your investment, you must align your collaboration solution with your business processes and needs. Central Desktop's Customer Experience team brings to your implementation the knowledge and experience gained from helping half a million users worldwide collaborate in their businesses.

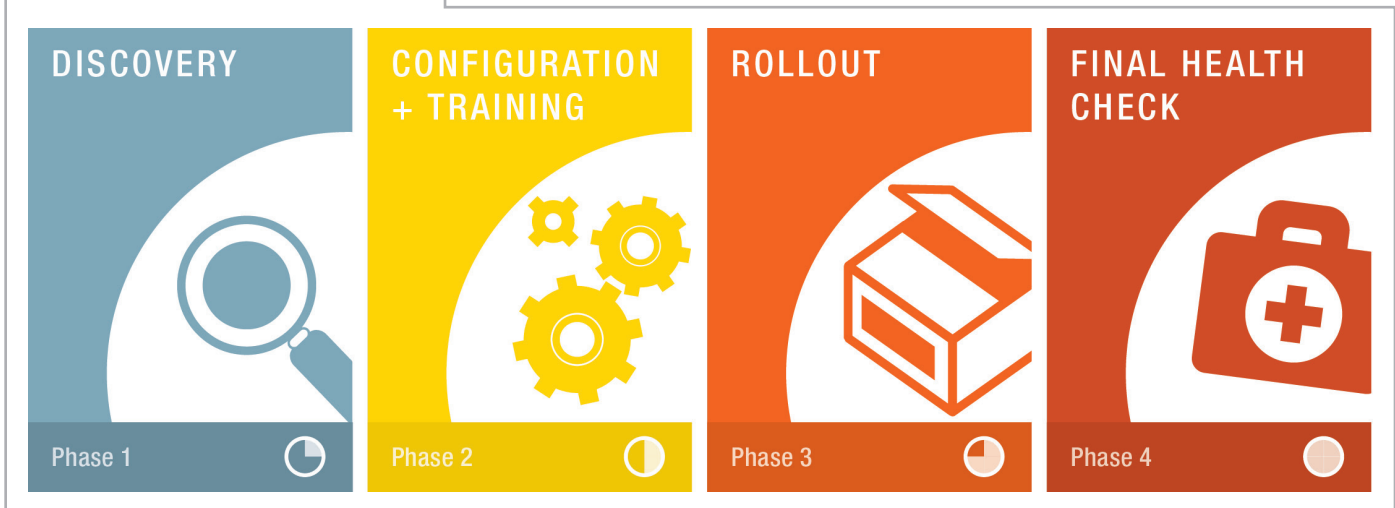
## PROVEN METHODOLOGY FOR LASTING SUCCESS

Central Desktop's Enterprise Edition includes our proven SuccessStart implementation methodology and services to customize the solution to your specific business requirements and develop a user adoption strategy that will ensure the greatest return on your investment in the shortest time possible.

“Central Desktop's SuccessStart Implementation Service provided a very organized and tailored process to get the most efficient use out of the product for our use case. We were impressed with the knowledge and cheerful attitude of our implementation consultant and how he assisted with all our demanding questions.”

Carol Hetman, Chief Financial Officer, Telos

### FOUR-PHASE APPROACH



A dedicated implementation consultant will guide you in:

- Determining how to configure your business processes within Central Desktop
- Building a foundation for collaboration efficiency and growth
- Customizing your layout to immerse clients in your brand and put resources you use most right at your fingertips
- Engineering a proven user adoption strategy to ensure end-users benefit fully from Central Desktop

## SuccessStart Premier

### CONSULTATION SESSIONS

#### Discovery Call

Work with your dedicated implementation consultant to identify the intended usage of Central Desktop and prioritize pain points to create an implementation plan around proper configuration, training and adoption. Create the framework to translate existing work practices to Central Desktop.

#### Multiple Configuration and Training Calls

Your implementation consultant will determine recommendations, share best practices, and offer assistance in the configuration of your Central Desktop account. Collaborate to address the implementation pain points revealed during the discovery call, meeting specific objectives and uncovering unknown areas of need.

#### Training Preparation and Delivery

Work with your implementation consultant to prepare a training agenda and rollout plan for administrators and end-users.

#### Multiple “Health Checks”

Two check-ins approximately one week and one month after the user training call between the company administrator and the implementation consultant to see how the rollout is progressing and provide another Q&A session if necessary.

### POWERFUL RESOURCES

#### 24/7 Access to Tutorials, How-To Guides and Training

We provide a robust help center with video tutorials, on-demand training webinars, user adoption advice and how-to articles. Our user forum and customer feedback portal allow you to learn from existing users, share your voice with the decision-makers shaping the platform and report and track issues.

#### Michael Sampson’s “User Adoption Strategies”

A copy of collaboration strategist Michael Sampson’s “User Adoption Strategies” book.

### CORE DELIVERABLES

#### Customized Implementation Management Workspace and Timeline

Dedicated workspace where you can monitor and track the implementation using the custom tailored timeline.

#### System Audit

A review of your account to ensure it is set up properly to satisfy your business requirements.

#### System Deployment Roadmap

Your implementation consultant will customize and deliver a specific game plan for your system rollout.

#### Custom End-User Training

Based on your unique business process and using your fully configured account, your implementation consultant will develop a training curriculum specific to your use case.

### BENEFITS

- One-on-one consultation from an implementation consultant to assist in configuration of the account work processes
- Peace of mind that a product specialist is assisting with setup
- End-users will have a much higher chance of understanding the platform and using Central Desktop