abct
We Make IT Simpler

American
Businesses
Computer
Technology

NEW CLIENT ONBOARDING PROCESS



Introduction

American Businesses Computer Technology welcomes you onboard. At ABCT, we ensure that you get our excellent services from the very beginning of your partnership with us. Our thoughtfully developed onboarding process is effective to have you a unique experience while using our services across our industry verticals.

With the help of this efficient on-boarding process, we aim to collect vital technical information and knowledge of your business to customize our service offerings as per your business needs. This way, we ensure that you keep on having unparalleled experience while working with us.

You are provided a welcome kit including on-boarding summary and questionnaire before onboarding begins that avails us in beforehand the requested information about you. It helps in timely processing your on-boarding.

The process of getting you on-board is as precise as 30 days and helps you gain a better understanding of doing business with us and leads you to success with our optimized services.

During onboarding, the needed information about the client is collected and his security as well as environmental information is reviewed that is documented as client manual and examined at the completion of the on-boarding process. It helps in better understanding the clients, their requirements, and expectations from us.

While processing client's on-boarding, we also suggest recommendations on operating business efficiently and securely to achieve success in future.

Process Summary

The client on-boarding process completes in following phases:

- Defining Services
- Data Gathering
- Information Assessment
- Service Handover

Documented below are the details of each phase of client on-boarding process.

Defining Services

Defining services is important before starting the on-boarding process. Every service mentioned in the Service Agreement is thoroughly discussed by our team comprising Solution Consultant, Customer Relationship Manager, Project Manager, and Technical Operation Manager.

This process enables our team to understand your business and helps them to collect its information and prepare document. The early involvement of our team at the beginning of client on-boarding ensures its efficient processing and delivery of the required services.

Data Gathering

This process begins with our team visiting on-site to collect information related to your IT environment and prepare document. The information is stored in a document management system that enables us to securely store information and ensure consistency in the delivery of the service.

During data collection, the following procedures are performed, as:

- Security Review
- Investigating Network
- Survey a Site & Documentation
- Inspecting Server Room
- Verifying Backup
- Documenting Policy
- Categorizing hardware/software, logging and gathering warranty information
- Appointing agents on appropriate devices for monitoring

When the process is finished, the information is documented, uploaded, and sent to our team for review and planning.

In case of any critical concerns are found during the process of data gathering, clients are immediately communicated in that regard.



Defining Services

The main function of this process is to assure that your IT environment is fulfilling your requirements and you have the right technology to help your business grow.

A designated member of our team will be responsible to document a clear definition of your expectations, known issues, and possible challenges. This helps prepare the technical team who will be going on-site with advance information on where any pitfalls might be, specific items they may need to collect, or if they need to pay extra attention to areas that need additional care.

The information gathered in the previous phase is assessed by our team. It helps us have a good understanding of your environment.

This assessment process also looks into the changes and improvements as well as areas of immediate concerns.

For instance, this could be reviewing the license of your software and recommend changes suitable to your business as well as suggest recovery and backup plans.

While assessment, if we find any outdated system or unnecessary layers of hardware or software, we suggest replacing them with cost-efficient solutions.

When all information is assessed and verified, it is documented into client manual. Client manual includes names and contacts of team members, support procedures, and proposed plans for any changes or upgrades to your environment.



Service Handover

This is where the on-boarding process ends and delivery of service begins.

As per client's need, any recurring on-site visits are scheduled by holding meeting between client and Customer Relationship Manager.

At the end of this process, end users can start contacting the Service Desk for support. We can also help end-users to learn the right procedures of contacting the Service Desk. If needed, we provide on-site training and make end-users learn to create emails and organize webinar.

Summary

We are continually working to improve our onboarding process for a successful client transition. At the end of onboarding process, the client will receive a feedback survey which will be assessed by our team. We will appreciate honest feedback and will use it to further refine our onboarding process.

If clients get any questions while on-boarding, they can reach out to our team. We are committed to make onboarding a smooth process and help clients' businesses grow.

About ABCT

ABCT is an IT and digital solution company, helping clients succeed in this technology-driven world. We offer optimal technology services and go extra mile for our clients to help them accelerate their digital transformation. Our optimized managed services fulfill industry-specific IT needs. We help enterprises solve the most complex IT challenges and improve the efficiency of their business operations.







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