

Customer Launch and Success Program

Using Allegiance software tools is the first step to improving customer and employee engagement, but adding allegiance professional services gives you critical components needed to enable your complete success. Nothing helps you get on the right track faster than starting with the right steps first.

A Fast Track for Success

As soon as contracts are signed, Allegiance implementation and support staff will lead you through a detailed plan to help you begin immediately after your contract is signed. Our goal is to help you engage your customers and employees as quickly as possible. The Allegiance implementation team follows a set of rapid deployment guidelines and processes to make it happen for you.

Integral to your success is your Allegiance customer success manager (CSM). Your CSM is dedicated to your success at every stage, and will liaison with various Allegiance departments to simplify your setup and launch, and align Allegiance efforts with your goals and objectives. Your CSM is your day-to-day guide to help work through any issues you may face.

Your success begins with a solid and speedy implementation. Here's what you can expect:

Phase 1: Your First 30* Days

Days 1-7

Kickoff Meeting & Team/Project Expectations

Immediately after your start business with Allegiance you will receive a comprehensive Welcome Kit which includes useful information to help you get started using your system. Allegiance will schedule a kickoff meeting with your team to discover your objectives and expectations, meet our team members, and define roles and responsibilities. You will see key documentation, learn about processes to help simplify your product usage, and meet your training manager who will share education and training options for your team.



Days 8-14

Implementation and Product Customization

Next you will work closely with an Allegiance Implementation Specialist to develop the “look and feel” of your system. You will create feedback structures and demographic questions, and determine who will be notified when feedback is submitted. We will address any security options that you would like to see within the product.

Days 15-21

System Activation

With the implementation and customization work complete, a link to your Allegiance system will be sent to your administrator or project manager for review and testing. Once you verify that the system is operating to your satisfaction, the link will be sent to your IT group for posting on your company's website, intranet or network. At this time you are working with your ‘live’ system and are ready for deployment.

Days 22-30

Best Practices Review and Implementation Wrap-Up

During this phase, we will review best practices, including communication and awareness strategies and deployment for your selected target date. We will also schedule a post-implementation meeting to address any outstanding needs related to your Allegiance products and services.

**Timeframe estimate is based on Allegiance receiving requested information from Client in a timely manner*

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Phase 2: Your Next 30* Days and Beyond

Product Training

For you to get the most out of your Allegiance system, you need product training. Although the Allegiance system is built to be intuitive and simple to use, it also offers powerful features that can be fully utilized by you and your staff after product training. Your core administrators can be trained on each product in preparation for deployment, and then, if desired, you can extend to them the option of advanced training, and offer it to anyone else in your organization.

Deployment

We work with you to deploy your new system, including helping you to identify the opportunities to create awareness to your target audience, whether customers, employees, or both. We work with you to place links for Voice products in the right places, to execute Pulse surveys, to create your own survey templates, and to brand your new engagement efforts to your employees and customers.

Ongoing Support

Not only do we help you jumpstart implementation, training and deployment, but we have a dedicated support team that will stand by you throughout your entire experience with Allegiance. If you have any questions about product usage, education, training or best practices, your CSM will ensure that you receive answers quickly. Your CSM will also ensure you receive all of the elements of your contracted service, and can help coordinate additional product or service purchases as needed.

Quantifying Your Success

We are anxious to help you succeed, and to help you prove it to your organization. Allegiance has produced detailed calculators and presentation templates that can model and quantify the impact of your engagement efforts. Showing a detailed return on your investment and the positive economics of your engagement efforts is the key to your success, and Allegiance's Professional Services is prepared to help you make it happen.



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**For Allegiance support information or pricing contact
Allegiance Sales: 801.617.8000 or sales@allegiance.com**

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