

Transitioning to pim



It is our goal at pim to have your entire engagement with pim to be effortless. From project requests and equipment installation to invoicing and how to contact us, we want working with us to be easy and enjoyable. We take pride in providing you with only the best customer service and support. Your satisfaction is our measure of success. We hope to make the transition to pim seamless with minimal disruption to your business continuity.

Our onboarding process is 6-8 weeks. During this transition time, you will meet all the pim teammates who will serve your organization. You will be served by our:

- Client Onboarding Specialist
- Technology Alignment Manager
- Client Success Manager
- Virtual Chief Information Officer (vCIO)
- Centralized Services and Help Desk



Client Responsibility

We may provide you with a basic network questionnaire requesting usernames, passwords, and important data regarding your most used software packages and vendor information. Should you have questions about how to answer this questionnaire, our Client Onboarding Specialist will be available to help you.