



# Transitioning to pim

---

It is our goal to have your relationship with pim 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 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 team members who will serve your organization. You will be served by our:

- Technology Alignment Manager
- Service Manager
- Virtual Chief Information Officer (vCIO)
- Service Delivery Team



## 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 team will be available to help you.

# Client Onboarding Timeline

## Phase 1

**Pre-onboarding data collection secures smooth transition**

- Transition from Sales to TAM
- TAM collects information about infrastructure, network, and team members
- Customer notifies current IT vendor of termination

## Phase 2

**TAM is active onsite to collect data.**

- TAM communicates with current IT vendor for further data collection
- TAM begins scheduling Projects team for transition to pim services

## Phase 3

**Meet vCIO and Service Manager.**

- Implementation of pim tools for smooth service transition
- vCIO, having reviewed data findings done by TAM, communicates how best to serve you now and in the future

## Phase 4

**vCIO becomes main point of contact.**

- Centralized Services and Help Desk Support ticketing begins
- vCIO presents all projects to you and establishes project timelines