



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
- Client Success Manager
- Virtual Chief Information Officer (vCIO)
- Service Team
- Projects 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.