BinaryTree

Onboarding Services

Technical Migration Help and User Adoption

A comprehensive solution for a smooth and cost-effective migration

Migrations can be costly. And if users don't adopt the new tool, you might not realize a return on investment until long after migration—if at all. That's where Binary Tree comes in. We can help make your migration successful and can help your users get up to speed quicker.

Technical Migration Help

We help identify and address user issues that come up during migration projects. You can expect to receive all the backing necessary to successfully deploy new technologies with minimal disruptions to your environment.

- **Technical on-demand support**. Our on-demand advisors can field technical migration questions from users, which frees up your IT staff to manage the deployment and everyday support calls outside of the migration. Our fully scalable support model ensures that call flow remains stable and downtime is minimized—even if an unexpected issue triggers a spike in call volume.
- **Dedicated migration analyst**. Continuous communication with a migration analyst serves as a key safeguard for your organization because issues are identified and corrected immediately. Our analyst is solely focused on providing you real-time information, continuous feedback, reporting and analytics, and coordinated migration messaging.

User Adoption

Our on-demand advisors are experts in 120 applications and are available 24/7/365 to help employees get through the initial learning curve of your new tool. We can help them:

- Understand the differences between software versions
- Learn new capabilities of the software
- Learn hidden functions, nuances, and shortcuts

Employees can contact us through a standard offering within an existing menu of services, directly through an existing phone number, or using a separate toll-free number.

Service Highlights

TECHNICAL MIGRATION HELP
- On-demand user technical support
- Dedicated migration analyst

USER ADOPTION
- On-demand advisors available 24/7
- Experts in 120 applications

Benefits

- Minimize disruption of day-to-day productivity during deployment
- Free IT teams to focus on regular work outside of the migration
- Help users stay positive and informed during a migration
- Ensure your users realize the benefits of new features
- Maximize ROI more quickly

For more information about our adoption services, visit
www.binarytree.com/services/onboard

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