



SURE♦START

“ The service we received was awesome. They gave us, and continue to give us, a lot of support. They really make sure you are on the right track. ”

Andre Larocque
Co-Owner
Groupe St-Henri



Implementation Planning

By taking time up-front to understand your business we set you up for success. A team of experts are assigned for your implementation to identify and communicate expectations. They then develop an implementation plan and timeline to fit your needs for a successful transition to Karmak Fusion.

Deliverables

- Strategic plan
- Implementation timeline
- Team of experts



Installation

Your system set-up happens behind the scenes. An installation expert comes to your location to make sure all hardware, software, and connections are up and running and that an initial pull of your data is complete.

Deliverables

- System installed
- Initial data pulled from current system



Configuration

Your team will travel to Karmak headquarters and work hand-in-hand with our team of experts to configure your business processes, reporting, and user permissions in the system. Karmak Fusion has built-in accountability features from pricing to purchasing that will allow you to manage risk and increase profit. Our trainers will help you configure your new business system with these best-in-class practices.

Deliverables

- Your processes set up in Fusion – pricing model, general ledger accounts, and more
- User permissions established



Training

We have established a comprehensive training program that begins early in Implementation Planning and continues beyond your Bring-Live. Our online courses, live webinars with trainers, and onsite Bring-Live Team are designed to make sure your team is ready to conduct business on the system starting Day 1.

Deliverables

- Employees ready to conduct business on Day 1
- Online course materials available at anytime
- Webinars with trainers



Data Management

You rely on your data and need to know it's there when you need it. We work with you to determine what information needs to be moved from your current system to Karmak Fusion and manage the conversion of your data. After conversion and testing are complete, we provide you with a "sandbox" test system that is populated with your data for practice during training.

Deliverables

- Data conversion plan
- "Sandbox" - Test system with your data



Bring-Live

When the doors open Monday morning, you have to be conducting business as usual. That's why Karmak sends a Bring-Live Team of systems and training experts directly to your selected locations. We begin on the weekend and stay several days to answer questions, troubleshoot, and make sure everyone is comfortable using your new Karmak Fusion system.

Deliverables

- Conduct business as usual – Day 1
- Bring-Live Team onsite to get you started
- Comfortable using Fusion



Support

Being live on the system doesn't mean you are on your own. You are assigned a Strategic Support Lead who will keep an eye on your needs to ensure you are set up for success. Weekly checkpoint calls for the first month and monthly checkpoints at 30, 60, and 90 days are scheduled to make sure your team is comfortable with Karmak Fusion. You will also have access to our Fusion Support Team along the way to help with your questions.

Deliverables

- Strategic Support Lead assigned
- Access to support team
- Weekly checkpoint calls for the first 4-weeks, then at 30, 60, and 90 days

When you're ready, we can get your business up and running for success. Please give us a call at [800-854-4721](tel:800-854-4721) or visit www.Karmak.com.

