

# Onboarding Made Simple

When you partner with Grand & Toy, we'll provide timelines based on the scope of your needs. Standard implementations can be completed in four to six weeks, but when your onboarding requires a bit of extra attention, we have a process to get you up and running as soon as possible.



## Strategic Planning

2-3 Weeks

- Set up conference calls between Grand & Toy and your locations
- Define product offering and custom selection
- Establish billing, delivery, reporting, and sales requirements

2-3 Weeks

## System Integration

- Set up company and account
- Appoint Internal Administrator and end users
- Activate end users and set up administrative functions
- Create and activate contract pricing
- Establish on-going account maintenance process



## Communication

2 Weeks

- Develop and distribute internal communication and tactical plan
- Develop and distribute information rollout packet
- Set up conference calls between Grand & Toy and your locations



## Training

2 Weeks

- Develop training schedule and plan seminars
- Conduct training seminars through webcast



## Go Live

1 Week

- Begin your services



## First Partnership And Opportunity Review

12-24 Weeks

- Review reports of last 12-14 weeks of activity
- Revisit your goals, challenges, and priorities
- Identify opportunities to align organizational priorities
- Develop targets as they relate to your goals
- Set performance reviews and dates for deliverables
- Establish review schedule



## Process Optimization

4-8 Weeks

- Identify opportunities for improvement