

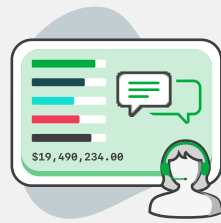
# What to Expect: **Implementation**

We're on your team from day one so you can blast off in no time.



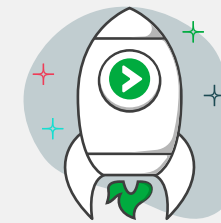
## Hit the Ground Running

- Implementation takes less than six weeks
- We'll talk both technical and strategic implementation to set you on the path to success
- Very low lift from your IT team so you can jump right in



## Dedication from Day One

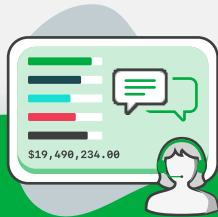
- As partners in training, we'll identify your goals and how to achieve them from the first call
- Dedicated team focused on your program goals
- Together, we'll determine metrics for success



## Quick Wins

- Start seeing results with our best practice programs
- Business reviews to tie results to organizational objectives
- No set it and forget happening here – we're always helping you evaluate and adjust

# We're experts at take-off, so there's no failure to launch.



## Client Experience Manager

Also known as goal setters and goal getters, you'll work together to identify your first initiative and how to make it happen. Think of them as your quarterback.



## Client Delivery Manager

Together you'll tackle technical onboarding and will get you feeling like a pro in the system in no time. They make the magic happen behind the scenes with administrative set up.



## Client Success Manager

Your ongoing partner in training will ensure you have all the best practices for your program and will cheer on your continued success. Strategy is their middle name.



## Account Executive

You've got big plans, and your Account Executive will provide a personalized suggestion on which BizLibrary solutions will help turn those plans into reality. Challenged accepted.