ONBOARDING SERVICES
POWERED BY BINARY TREE

Help your teams adopt new tools more quickly

Migrations can be costly. And if users don't adopt the new tool, you might not get a return on your 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. Onboarding Services gives you the complete package for a smooth and cost-effective migration.

Onboarding Services can save you time and money in two main ways: helping with the technical side of the migration and driving users to adopt the new platform. We help identify and address user issues that come up during migration projects. You can expect to receive all the backing you need to successfully deploy new tools—without disrupting your business.

MIGRATION SUPPORT

〉 Dedicated analyst to help make data-driven decisions

〉 Support for users to free IT staff to focus on critical migration tasks

〉 Scalable support to ensure continuous, available support when it's needed most

INCREASE USER ADOPTION

〉 Help users learn new features and differences in new software and platforms

〉 Answer questions 24/7/365 to reduce the learning curve

〉 Help users understand the power of new solutions and get the most out of your investment

Technical migration help

〉 Use on-demand advisors to field technical migration questions from users

〉 Free up your IT staff to focus on migration and deployment

〉 Minimize downtime with support that scales up when you need it, even for unexpected issues

〉 Communicate with a migration analyst to quickly find and fix issues

〉 Get real-time data and analytics to make fast, informed decisions

On-demand support

〉 On-demand experts available to help with 120 applications to quickly solve issues

〉 Support staff available 24/7/365 to meet user demands and reduce learning curves

〉 Increased user productivity as they learn about new capabilities of new software

〉 Knowledge sharing about hidden functions, nuances, and shortcuts

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 their 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

Learn More About
Onboarding Services
and Get Started Today!

www.BinaryTree.com/Services/Onboarding

THE BINARY TREE ADVANTAGE

〉 Rely on the best: A Gold Microsoft Messaging and Application Development and Gold Cloud Productivity Partner

〉 More than 20 years of experience with migrations and transformations for enterprise organizations

〉 Migrated more than 7,000 clients and 35 million users

〉 Member of the strategic Microsoft Enterprise Cloud Alliance

〉 2014 Messaging Microsoft Partner of the Year

〉 Unparalleled support and services for a high quality, customer-focused experience

〉 ISO 27001 certified for assurance of quality and security