

## “Go Live” Support

Fixed Cost: \$ 950

### Terms:

- **Stay Covered!** 2 weeks post-cutover
- Includes **everything** defined below
- **One-time fee: \$ 950**

### Key Benefits:

**Support** - User and Admin support produces a smooth post-transition experience.

**Assessment** - Experts ensure your implementations are optimized for success.

### Support

*2-weeks of post-cutover support to Users and Admins via phone, email, and remote screen share, as necessary.*

- **User Support (Help Desk)** - L1 support to Users covering the new mail platform’s access and usage
  - Online access
  - Local desktop client (Outlook)
  - Mobile devices (native app, iOS, Android)
- **Administrator (IT) Support** – Guidance to administrators related to management features
- **Training Materials** – online Help Center with feature-based information and guidance
  - User Help Center
  - Admin Help Center

### Assessment

*Experts review your environment’s technology implementations and make recommendations for optimization.*

- **Technology review**
  - Assessment and discovery of existing technology
  - Review meeting to understand technology needs, challenges and goals
- **Assessment report** – Transend to provide a **Managed Services Proposal** that includes:
  - Key findings:
    - *What we heard you say*
    - *What we identified*
  - Environment optimization:
    - Recommendations
    - Actionable solutions