



*This page isn't a workflow diagram: it's a list of systems that need to be in place for ongoing customer care.*

## New Customer Go Live Date

## FOnD Customer Care Systems

HandOff

FollowUp

*New Customer enters the pool of standard, ongoing relationships*

## OnLine Customers

- Project and Product managers available for support
- UAT
- Product Manuals

- Internal Test Checklist
- UAT review
- Usability Questionnaire

- Client Relationship changes from new customer to ongoing customer*
- Customer contact changed from Project Manager to Customer Service.
  - Billing changes from startup costs to monthly standard fee
  - Customer support option kicks in
  - Customer training options kick in.

### UpGrades

Receive upgrade from QA

Backload select staging customers

Upgrade selected Staging customers

Notify Customers

Upgrade site

Notify Customers

### Long Term Customer Care

Billing

Tech Support

Ongoing notifications

Maintain DB customization

Disaster Strategy

### Long Term Customer Training

StartUp Training

InDepth Module Training

Manuals, Tutorials, online and print

Is the staging site maintained in parallel with the live site? Maybe it should be.

**Repeat ad infinitum (with any luck)**

Ops

IT

DataC

PortMan

QA

DBA

Unknown