

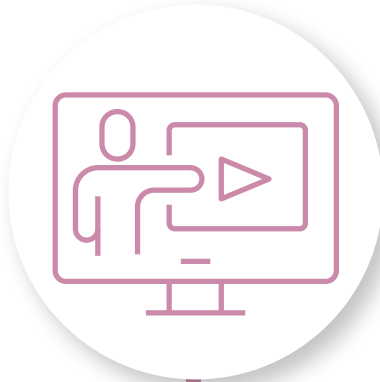
Event Manager™

IMPLEMENTATION PROCESS



STEP

01



STEP

02



STEP

03

DISCOVERY



ORIENTATION CALL

- › Define roles and responsibilities
- › Identify critical business goals
- › Map out implementation process with milestones and time frames
- › Gain access to your Dude Solutions account

DEVELOPMENT



IMPLEMENTATION BEGINS

- › Schedule and attend interactive classes and 1:1 consultative sessions
- › Review online help content
- › Coaching and support as you and your team learn the system and build your account
- › Project check-ins to make sure everything is on track

DEPLOYED!



CONGRATULATIONS

- › You are using your product daily and reaching the goals you set at the beginning of your implementation



ALL KEY MILESTONES HAVE BEEN EXECUTED



ASSISTANCE PROVIDED IN THE FORM OF:

- › Interactive classes and group trainings
- › Online help content
- › Legendary Support Team via phone and email



OUR SERVICE PLEDGE TO YOU:

- › Ongoing training and legendary support
- › You will always speak to a live person
- › Emails to our Legendary Support Team will be returned within an hour during regular business hours
- › Periodic account reviews with your team's personal client success manager to ensure your organization reaches its goals

YOUR DUDE IMPLEMENTATION TEAM



- › **Engagement Manager** – Your project coordinator who will work alongside you at a project management level to ensure milestones are met and your overall project is successful
- › **Implementation Specialist** – Your virtual consultant who will provide 1:1 guidance and support to ensure you and your team learn Event Manager and set up your account properly while applying best practices
- › **Training Team** – Your interactive class trainers who will train you on different features within the product and best practices for building and managing your account

*Virtual consultations also available for certain on-site services