



### Vidyo Customer Onboarding Services (SVC-PS-ONBB, SVC-PS-ONBA, SVC-PS-ONBP)



Launch your video solution successfully. Vidyo will ensure that the use cases work as expected and train the customer to manage their solution.

#### Vidyo Solution Deployment and Delivery

- Initial delivery of the tenant
- Provide training options
- Provide live touch point

#### Onboarding Kickoff Meeting

- Review of the use case and provide recommendations for the best way of achieving deployment goals
- Validate the solution meets the expected workflow
- Provide information on training including the types of training available and how to sign up for training
- Provide reference material relevant to the customer use case
  - network/firewall configuration and deployment guides for hybrid installations
  - EPIC DI/CAL integrations
  - Quick Reference Guides

#### Support for the Deployment up until Go Live

- Testing and Go Live Support
  - Review Vidyo use cases and testing scenarios (e.g. internal/LAN and external endpoint resources)
  - Validate and troubleshoot issues
- Customer point of escalation
- Assist with the Vidyo/EPIC integrations\*
  - Verify that the App Orchard request for Vidyo is made and approved\*
  - Ensure that FDI record is defined correctly within the Epic environment\*
  - Prepare production environment for Vidyo Epic CAL Integration
  - Ensure environment readiness for go-live
- Verify network and firewall settings
- Support for cut-over and go-live support

\* Include with Onboarding Advanced and Onboarding Pro services that include more training and time with the Onboarding Project Manager, as these require more resources and time for the deployments.

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