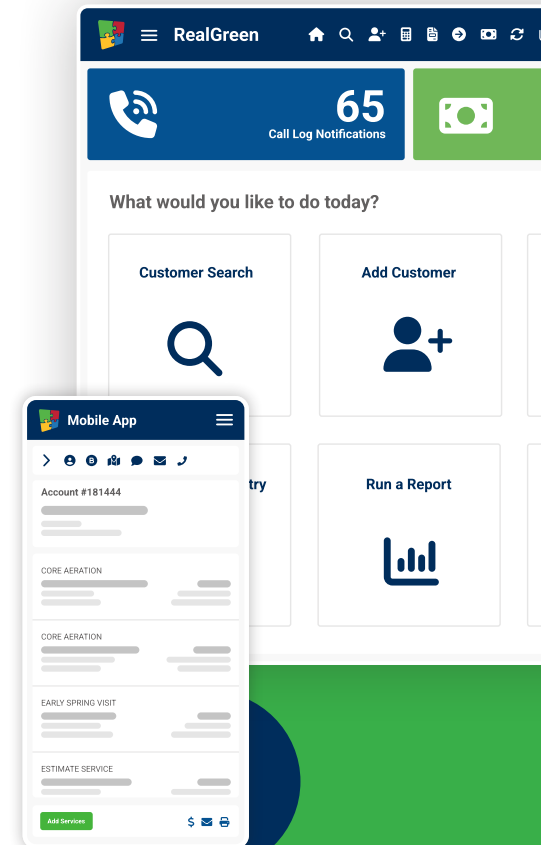# Enterprise Implementation Definition:

The RealGreen by WorkWave Enterprise Implementation team is here to ensure your successful adoption of RealGreen services. During your implementation journey, an Enterprise Implementation Manager (EIM) will project manage, facilitate communications and drive all teams toward meeting key milestones. An Implementation Specialist will meet with you regularly to answer your software questions and help in your transition to RealGreen.

You and your team will gain access to all RealGreen knowledge resources, such as our online learning platform (WorkWave University) and our knowledgebase with webinars and setup/usage guides (RealGreen Community), to help aid in the setup and adoption of your new software.

Customer Tips for a Successful RealGreen Enterprise Implementation:

1. Document your current processes

2. Identify a Project Manager (to coordinate resources and drive accountability within your organization)

3. Assign subject matter resources responsible for working with Workwave

4. Ensure assigned resources are attending scheduled sessions, taking notes and completing assigned tasks

5. Choose dedicated trainees (and a Client Super User)

6. Review provided resources and complete WorkWave University courses prior to each follow-up session

7. Obtain and provide necessary information for data entry and decisions regarding company information

8. Ensure internal decisions regarding the implementation are finalized

9. Communicate concerns, challenges, or questions to the Enterprise Implementation Manager as they arise

10. Invest your time now to see your return on investgent later

Progress:	Areas of Focus/Session Topics:
Welcome Call	Personal introduction call from your EIM to meet you as a key stakeholder and answer any immediate questions. They'll outline next steps in the implementation journey, look to identify the additional key stakeholders for the project and begin scheduling for a broader team Kickoff to outline the implementation process.
Enterprise Implementation Kickoff	Meet and greet between your key stakeholders and the RealGreen team to outline roles and responsibilities. Provide a high-level overview of what to expect during your implementation and conversion (if applicable) journey. Discuss key milestones and available tools/resources. Surface any current business practices critical to the success of the implementation and what your expected outcomes are. Question and Answers (Q&A) throughout. Position next steps.
Implementation Deep Dive Playbook Meeting	Focused meeting with your EIM and Implementation Specialist to get deeper into the implementation/training journey specifics, train-the-trainer approach, review your product portfolio and level-set on next step action items and assign specific owners.
Quick Setup Guide (if applicable)	Complete the Quick Setup Guide which facilitates adding initial information into your database.
WorkWave University (WWU)	Login credentials will be sent to the team members you provided. Have your key team members review and complete the online training paths based on your product portfolio. Includes "Your Turn" activities which enable hands-on application of what you learned in WWU.
Data Services (DS): Introductory Discovery Meeting (if applicable)	Set conversion expectations, discuss timelines, milestones and next steps. Discuss rules of the conversion and answer any questions. After gaining a clear definition of what is happening during the conversion the DS Team will generate and send the Mappings to you (along with details on how to fill it out).
Timeline Development	Ensures the EIM and customer keep track of projected milestones from a Data Services and Implementation standpoint.
Status Checkpoints	Checkpoints will be sprinkled in throughout your journey by the EIM to provide project status updates, highlight any concerns with progress and summarize next steps.
DS: Draft Environment Review (if applicable)	Draft environment, credentials and Data Validation Guide will be provided.
Service Assistant Follow Ups #1, #2, #3**	Bring to the meetings any questions you might have regarding the courses you've reviewed.

CONV (vertical label beside Data Services row)

CONV (vertical label beside DS: Draft Environment Review row)

Progress:	Areas of Focus/Session Topics:
Additional Products*	Your essential RealGreen **Service Assistant** Implementation is now complete. Learn how to implement any additional modules you've purchased from WorkWave. (Several common product add-ons listed below, many others also available).
Mobile Live Follow Up (if applicable)*	We'll share with you the QR code and answer any questions you might have from your training.
Customer Assistant Website Follow Up (if applicable)*	We'll make sure your CAW is set up and introduce you to your dashboard.
Automated Marketing Assistant Follow Up (if applicable)*	Once set up, you can forget it. No further maintenance needed. You'll be shown how to set up your AMA templates.
DS: Conversion Go-Live (if applicable)	Begin using your converted data set. You will have two weeks Post Conversion where your DCA will continue to ensure any migration related issues will be resolved with high priority.
Post Implementation Check In	Check in from your implementation specialist to gauge your progress and readiness as you prepare for your graduation from Implementation to Support.
Implementation Graduation	Recap additional avenues of support after Implementation Graduation **RealGreen Support:** Support@realgreen.com **Professional Services:** https://www.realgreen.com/professional-services **Click on the ? on the bottom right corner of Service Assistant to quickly access:** Workwave University, Communities, Technician Support, General Support, Sales Support and Billing Support **Congratulations! You have successfully completed all prerequisites with your implementation specialist to be fully operational!**

*(Left margin vertical label on DS: Conversion Go-Live row: **CONV**)*

*Test Database and/or Training Database available for additional fee

**Implementation and Training is included in your initial setup. Customer will designate a Client Super User who shall be responsible for client administration (such responsibilities include ongoing database management, branch access rights, security permissions and training for their employees). Any additional companies you acquire under one database would be trained by the Client Super User. Any additional Training, Implementation, and Professional Services provided by WorkWave are available upon request at an additional cost.

***Conv = Conversion

You will have access to your Enterprise Implementation Manager and Implementation Specialist for a pre-defined period of time as outlined in your signed contract.