

Implementation process

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General information

Starting with the project kick-off call, we anticipate meeting with you on a regular, recurring basis. This will help ensure that we are all making necessary contributions to the project so we can meet your Go Live date. With that in mind, we expect that your team *and* our team will:

- Come prepared to each meeting
- Complete action items on schedule
- Be fully prepared for training
 - Please note: Attendees should be able to focus entirely on training; there will be little time to address “day job” obligations
- Assume full ownership of commitments and allow our respective Project Managers to keep us on track

To keep track of tasks, ownership and timelines, we are using monday.com. It is a platform used for project management and we will use it to carry out the implementation.

Prior to our kick-off call we will share your Monday.com project board with you. Each task in this project has subtasks and more detailed information in the comments section.

We will also rely on [Zendesk platform](#) which we use for Support and our Knowledge base. The Knowledge base covers the system functionalities and available products with detailed explanations about the system logic and instructions and best practices for the setup that will assist you reaching the best possible adjustment of the system to your needs.

1 – Project kick-off

Before being able to proceed with the project kick-off, we must have received the connection to your GDS. Without this connection, we will not be able to proceed with the implementation.

The kick-off meeting will cover 2 parts: the implementation process and supplier connections (apart from the GDS, which should already be connected). We will go through both on one or two calls on the same week, whichever is preferred.

We will explain our implementation process and the various phases and start working on the deliverables.

For the supplier connections, we will review our [main Zendesk article](#) and will provide guidance on how to request the connections for the suppliers included in the scope of work.

We will plan weekly calls to go through all the phases.

2 – Phases

The implementation will be covered in phases. Each phase covers a topic and will allow you to cover it from beginning to end (understanding your requirements, provide a short training of Atriis, handle the configuration and testing)

➤ Info Collection

The week before each phase, we will request information from you. We will list the Monday.com tasks and provide the relevant links. Under the comment of each task, there are details of what is expected from you.

➤ Discovery

We will review each answer provided, ask additional questions, and configure it together. During the session, we will do a short training session on our admin specifically for the topic covered.

➤ Setup

After discovery, there will be open points and configuration that will need to be handled at a later stage. This group of tasks allows to validate when the configuration is done

➤ Session validation

You will need to run simple tests to validate the configuration with the help of a UAT file that we will provide. Inside this file, there will be an indication of what can be tested during which phase (phase number and same colors as in Monday.com)

Purpose of each phase:

- Understand your ecosystem
- Drive the implementation in the right direction and dedicate the right amount of time for the right task
- Make sure all the technical and operational requirements are gathered and considered to have the most accurate configuration
- Identify gaps

The phases will not always allow us to identify all gaps. This is why the UAT is highly important. Once you start testing, some new gaps can be uncovered that could not be anticipated.

3 – Admin training

Should be planned as soon as possible. We want you to have a thorough understanding of our platform. This way, you will understand better why we ask our questions during the phases, and you will also be more autonomous for the site build and keep learning how our system works.

Preparation

We will need to collect information from you for the admin training preparation. If the information cannot be collected and provided in due time, the training could be postponed.

Topics

The admin training follows the same logic as the other phases (Info collection, discovery, setup and session validation). You have to see it as a training/workshop.

The admin training will cover the following topics:

- Perfect PNR – 1 day
- Fares, Content and Payment – ½ day
- Profiles, queues and sync – ½ day
- Agent processes / Booking tool – 1 day

A detailed agenda will be shared prior to training.

4 – Atriis site build / Support

You will be provided access to your portal in the early stages of the implementation. We will build it hand in hand during the various phases and training sessions. You will need to take ownership of your site and do all the configuration, based on the explanations provided by us on monday.com, Zendesk and during the discovery sessions.

We will use Monday.com to help you go through the required settings, and you will have a clear indication of the tasks you own and which ones are open or closed. It helps to keep track of progress in real-time with you, and we will also use this channel to communicate information with you.

During each phase, you will be able to complete some configuration items, but you will also have some still open. Weekly calls will be conducted after the admin training, during which we will go back to each topic, and make sure all tasks are completed.

In addition, we will provide you all the necessary knowledge and tools:

- Zendesk Help Center - Online training videos and reference documents
- On site and remote training of the Atriis Admin settings and tool functionality
- Zendesk support tickets for asking specific questions to the Atriis Support desk

At any point during the implementation, if an admin has a question, they should first browse the training materials in Zendesk Help Center. Is the answer found there? Great! If not, they should contact their Implementation Manager who will provide the help or redirect you to our Support desk.

5 – End-user training and UAT

Both phases can be combined as we recommend that some agents support the project team for the UAT.

1. End-user training: we will organize it before or after UAT (to be discussed with you)
2. UAT: we will provide a detailed UAT file with scenarios to test, and settings to validate.

Important to keep in mind for UAT:

- The purpose of UAT is to test the configuration made and make sure bookings are processed correctly from booking to invoicing
- UAT is not meant to test our functionalities
- UAT is a key phase of the implementation. You must perform a thorough and fast UAT, and we encourage to start working on it after each phase
- If the UAT document is not completed, you will not be able to go live

6 – Implementation Signoff

As the implementation comes to an end, it is time to close the project. We will send you an implementation signoff form that will validate the closing of the project, summarize the open items and the shortfalls.

7 – Handover to CSM and Support

You will be assigned a dedicated Customer Success Manager, who will make be your new point of contact.

A joint call with your Implementation Manager and Success Manager will be organized for the official closure of implementation and to hand you over to your new contact.

From this point, all your questions will need to be open on Zendesk to our Support Team.