At Impero we understand the importance of a great onboarding experience and have designed your customer journey to follow our own SPARK methodology. SPARK stands for Scope, Plan, Act, Review, Kick-off, and ensures that whatever the scale of your onboarding requirements, all your expectations are met. This journey has been mapped below:

**Scope**

1. Requirements Gathering
   - Conversation(s) to understand customer needs, success criteria, and infrastructure

2. Account Set-Up
   - Behind the scenes system creation and preparation of agreed solution(s)

**Plan**

3. Welcome Email
   - Communication to start onboarding, outline next steps, and explain customer responsibilities

4. Installation Session
   - A remote session to talk through system configuration and device deployment

**Act**

5. Configuration
   - Continued configuration and device roll out as required

6. Training
   - Remote training session(s) to kick things off with confidence

**Review**

7. User Acceptance Testing
   - System testing and configuration adjustments to suit requirements

8. Follow Up
   - Remote session(s) to ensure the system is performing as required and assist where needed

**Kick-off**

9. Go Live!
   - Start using your new solution(s) with access to The Academy’s services, Account Management team, and 24/7 Support function when you need them

Responsibilities key:
- **The Academy**
- **Customer**
- **Sales**