

# Vegas Consulting – Client Onboarding Guide

## Introduction

At **Vegas Consulting**, we believe that client onboarding is the foundation of every successful partnership. Our onboarding process is designed to ensure a smooth, transparent, and professional experience for all clients. This guide outlines the key stages of engagement, from the first interaction to project execution and billing.

### 1. Initial Meeting

- Conduct **discovery sessions** to understand client requirements, challenges, and goals.
- Document key **business objectives, expectations, and success criteria**.
- Establish a preliminary communication channel for updates and queries.

### 2. Proposal Preparation

- Prepare a **detailed proposal** covering project scope, deliverables, cost, and timelines.
- Ensure alignment with client objectives and compliance requirements.
- Submit the proposal within **5–7 business days** after the initial meeting.

### 3. Contract Signing

- Finalize and sign a **formal service agreement** outlining terms and conditions.
- Complete all **legal, financial, and compliance checks** prior to project initiation.
- Share contact points for contract and compliance-related queries.

### 4. Project Kickoff

- Assign a **dedicated project manager** as the client's primary point of contact.
- Develop a **project plan** with defined phases, deliverables, and timelines.
- Conduct a **kickoff meeting** with key client stakeholders to align on scope, milestones, and communication protocols.

### 5. Billing & Payments

- Clients will be billed on a **monthly basis**, aligned with project milestones or deliverables.
- **Invoices** will be shared by the **5th of each month**.
- **Payments** are due within **30 calendar days** from the invoice date.
- For any billing-related queries, clients may contact the Finance Department directly.

