# CLIENT ONBOARDING CHECKLIST v4.0

**Summit Digital Solutions, Inc.**

*Effective Date: January 15, 2024*

*Document Control #: SDS-OPS-2024-001*

## 1. PURPOSE AND SCOPE

1. This Client Onboarding Checklist ("Checklist") establishes the mandatory procedures and requirements for onboarding new enterprise clients to Summit Digital Solutions, Inc.'s ("Company") digital transformation services platform.

2. This Checklist applies to all new client engagements with contract values exceeding $250,000 annually and must be completed prior to service implementation.

## 2. PRELIMINARY REQUIREMENTS

1. **Contract Documentation**

- [ ] Executed Master Services Agreement (MSA)
- [ ] Statement of Work (SOW) with defined scope
- [ ] Service Level Agreement (SLA)
- [ ] Data Processing Agreement (DPA)
- [ ] Non-Disclosure Agreement (NDA)

2. **Client Information Collection**

- [ ] Complete Client Profile Form (Form SDS-CP-101)
- [ ] Corporate structure documentation
- [ ] Authorized signatory list
- [ ] Tax forms (W-9 or equivalent)
- [ ] Insurance certificates

## 3. TECHNICAL ASSESSMENT

1. **Infrastructure Review**

- [ ] Network architecture documentation
- [ ] System inventory

- [ ] Security protocols assessment
- [ ] Legacy system documentation
- [ ] Integration requirements specification

2. **Digital Readiness Assessment**
- [ ] Complete Peak Performance Platform compatibility scan
- [ ] Document current automation capabilities
- [ ] Assess IoT implementation readiness
- [ ] Review data governance framework
- [ ] Evaluate API ecosystem

## 4. COMPLIANCE AND SECURITY

1. **Regulatory Requirements**
- [ ] Industry-specific compliance review
- [ ] Data residency requirements
- [ ] Privacy law compliance assessment
- [ ] Export control verification
- [ ] Regulatory reporting obligations

2. **Security Protocols**
- [ ] Security clearance requirements
- [ ] Access control matrix
- [ ] Multi-factor authentication setup
- [ ] VPN configuration
- [ ] Data encryption standards verification

## 5. PROJECT SETUP

1. **Team Assignment**
- [ ] Designate Project Manager
- [ ] Assign Technical Lead
- [ ] Allocate Implementation Team
- [ ] Define escalation matrix

- [ ] Schedule kick-off meeting

2. **Resource Allocation**

- [ ] Hardware requirements
- [ ] Software licenses
- [ ] Cloud resource provisioning
- [ ] Development environment setup
- [ ] Testing environment configuration

## 6. FINANCIAL SETUP

1. **Billing Configuration**

- [ ] Payment terms verification
- [ ] Invoice template setup
- [ ] Currency requirements
- [ ] Tax jurisdiction confirmation
- [ ] Banking details validation

2. **Budget Management**

- [ ] Project budget allocation
- [ ] Resource cost tracking setup
- [ ] Change order process definition
- [ ] Financial reporting requirements
- [ ] Revenue recognition schedule

## 7. TRAINING AND DOCUMENTATION

1. **Client Training Requirements**

- [ ] Core platform training schedule
- [ ] Custom solution training plan
- [ ] Administrator certification requirements
- [ ] End-user training materials
- [ ] Knowledge base access setup

2. **Documentation Requirements**

- [ ] Solution architecture documentation
- [ ] Operating procedures
- [ ] Maintenance guides
- [ ] Troubleshooting procedures
- [ ] Emergency response protocols

## 8. QUALITY ASSURANCE

1. **Testing Requirements**

- [ ] Test plan approval
- [ ] UAT environment setup
- [ ] Performance benchmark establishment
- [ ] Security testing protocols
- [ ] Integration testing requirements

2. **Acceptance Criteria**

- [ ] Define success metrics
- [ ] Establish KPI tracking
- [ ] Document acceptance procedures
- [ ] Set up monitoring dashboards
- [ ] Configure alert systems

## 9. GO-LIVE PREPARATION

1. **Pre-Launch Requirements**

- [ ] Backup procedures verification
- [ ] Disaster recovery plan
- [ ] Roll-back procedures
- [ ] Communication plan
- [ ] Support team readiness

2. **Launch Authorization**

- [ ] Client sign-off on testing

- [ ] Security clearance confirmation
- [ ] Compliance verification
- [ ] Resource availability confirmation
- [ ] Go/No-go decision documentation

## 10. DOCUMENT CONTROL

1. This Checklist is maintained by the Operations Department and reviewed quarterly.

2. Modifications to this Checklist require approval from the Chief Operating Officer or designated representative.

## 11. ATTESTATION

The undersigned hereby confirms that all items in this Checklist have been reviewed and completed in accordance with Company standards.

**Project Manager:  Date:**

**Client Representative:  Date:**

**Operations Director: _ Date:**