

Acme Corp — Customer Onboarding & Service Delivery Process

Internal Process Document | Investor Due Diligence

1. Purpose

- Define standardized onboarding and service delivery for Acme enterprise and SMB customers.

2. Contract Initiation

- Execution of MSA and Order Form
- Customer provisioning triggered upon countersignature

3. Technical Onboarding

- Workspace creation and admin setup
- User provisioning via email or SSO
- Initial data import (tasks, documents)

4. Enablement

- Admin onboarding session (60 minutes)
- End-user training materials and videos
- In-app guided setup

5. Go-Live & Support

- Customer declared live within 14 days on average
- Standard support via ticketing system
- SLA according to subscription tier