**Mersive Customer Onboarding offers complimentary assistance to resellers and customers on Solstice deployments, ensuring optimal installations while minimizing the time and resources needed. After gathering information to understand deployment requirements, the Customer Onboarding team will tailor their complimentary services to your needs, offering customized design, deployment, and follow-up.**
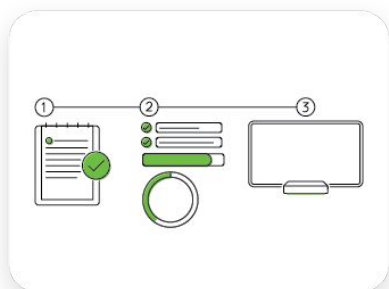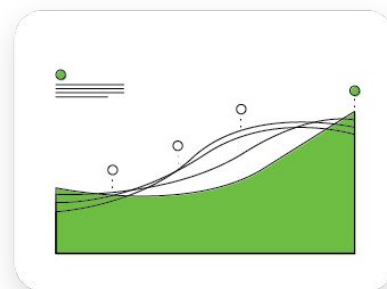

Streamlined Deployment

An onboarding expert will assist with your Solstice deployment, aiding in or leading the design, buildout, configuration, and implementation.
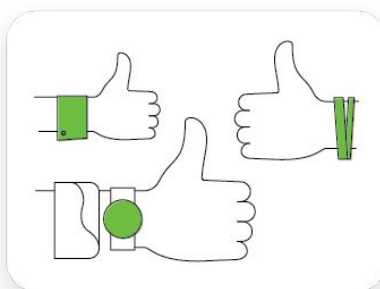
Better User Adoption

Training provided for administrators and end-users will ensure faster and broader adoption across your organization.

Higher ROI

Reducing the time and cost of deployment while increasing user adoption results in a higher ROI for your meeting room technology.

Pre-Deployment

- Work with you to design how Solstice will integrate into your AV infrastructure.
- Guide your IT team on configuring Pods for optimal use and performance.
- Inform your security team on how to utilize Solstice's built-in security features.

Deployment

- Remotely assist your team to ensure that the Pods are being optimally deployed.
- Explain how to set up and use all of Mersive's enterprise management tools.
- For large deployments, the following may be provided on a case-by-case basis:
  - Pre-configuration of Solstice Pods for quick plug-and-play installation.
  - Onsite deployment assistance.

Post-Deployment

- Host a follow-up call to ensure your deployment was successful and introduce you to Mersive's support team for any future needs.
- Discuss upcoming features on the Mersive roadmap and how to plan for software upgrades.
- Provide best practices on end user adoption and ongoing management.