



# What to Expect after Placing Your Order



**Kick-Off:** In most cases, we schedule a virtual kick-off meeting to transition the project from Sales to Implementation.



**Implementation Team:** You will be assigned an implementation specialist and a backup implementation specialist.



**Deployment Ticket:** A deployment ticket gets created where everything is logged like a support ticket. The ticket will be updated with any activity.



**Internal Project:** The Savance team creates an internal project with tasks and subtasks to delegate everything that needs to be accomplished.



**Custom Design:** If the order contains custom design (most Savance orders do), a Graphic Designer will work with you directly.



**End-User Training:** Once all parts of the project have been completed, we will provide end-user training, as well as supply the recording for future reference.



**Transition to Support:** Following completed implementation and training, the deployment ticket will be closed. At this point, you will be transitioned to the Support team for any future assistance.