

# Lifesize Professional Services Implementation Success Service

## Lifesize® Implementation Success Service

Welcome to Lifesize! You are about to enjoy our award-winning video, audio and web conferencing service. Built from best practices taken from thousands of customer implementations, our Implementation Success Service will allow you to quickly start down a path to success with Lifesize.

### WHAT'S INCLUDED?

With the Implementation Success Service, you will receive all the following items to ensure you get the most value out of your purchase:

- Training (up to 4 hours, to occur within the first 30 days of your Lifesize service) that covers:
  - Admin Onboarding: Training for your Lifesize Administrator(s) and your Help Desk team
  - End User Onboarding: Training for your Lifesize users to allow them to quickly start using Lifesize effectively
- Welcome Kit that includes:
  - Lifesize branded merchandise to distribute to your IT personnel and employees to use as door prizes for those that attend training, or for any other plans you might have to announce "Lifesize is Here!"
  - Printed signage for your conference room doors to announce that your conference room is Lifesize enabled
  - Printed table tent to use as a quick reference for your Lifesize Icon Phone HD system
- Digital Launch Kit:
  - Communication templates to allow you to quickly spread the news about Lifesize
  - Digital files of the Lifesize signage in case you need more copies
  - End-User Quick Start Guides
  - Training Videos and other helpful videos, e.g. Conferencing Best Practices
- Transition to Customer Success. After this service has concluded:
  - You will receive monthly reports on your account usage to help you communicate your great Return on Investment (ROI)
  - Your Customer Success Advocate will stay in touch by checking in periodically to ensure you continue to get value from your Lifesize solution

With the Lifesize Implementation Success Service, you will enjoy a smooth rollout of Lifesize and your teams will soon be enjoying all the benefits of Lifesize collaboration.

Please see the [Lifesize Terms of Service](#).

#### HEADQUARTERS

Austin, Texas, USA  
+1 512 347 9300  
Toll Free US +1 877 543 3749

#### APAC REGIONAL OFFICE

Singapore  
+65 6631 2831



www.lifesize.com  
E-mail: info@lifesize.com



#### EMEA REGIONAL OFFICE

London  
+44 207 5962 835

© 2017 Lifesize, Inc. All rights reserved. Information contained in this document is subject to change without notice. Lifesize and the Lifesize logo are trademarks of Lifesize, Inc. and may be registered. All other trademarks are the property of their respective owners.

Implementation-Success-Service\_One-Page\_US\_0917