

## Lifesize Professional Services

# Implementation Success Service Pro

## Lifesize® Implementation Success Service Pro

Welcome to Lifesize! You are about to enjoy our award-winning video, audio and web conferencing service.

While Lifesize products are easy to install, we know the setup of any new solution across a large organization requires advance planning for a smooth rollout and an optimal experience for your end users. So, we're here to help! Built from best practices taken from thousands of customer implementations, our Lifesize Implementation Success Service Pro provides you with Lifesize expert resources to facilitate quick implementation and ensure your company realizes value as soon as possible. We're here to ensure you get the most out of your purchase.

### WHAT'S INCLUDED?

Your Implementation Specialist will provide you with up to six weeks of experience and expertise in helping you plan your Lifesize Implementation. They will schedule a weekly meeting with your Implementation team to provide you with helpful information at each step in your Lifesize roll out.

Topics covered in your weekly meetings include:

- Your goals and desired business outcomes during and post implementation
- Your implementation timeline
- Firewall/proxy configuration information
- SSO (Single Sign-on) integration information
- Review of how to customize your cloud environment
- Review of Lifesize® Icon™ configuration and customization
- Lifesize best practices



Additionally, this service provides:

- Training (up to 8 hours, to occur within the first 30 days of your Lifesize service) that covers:
  - Admin Onboarding: Training for your Lifesize Administrators 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

With the Lifesize Implementation Success Service Pro, 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**

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