LASSO Implementation

The Implementation Fee covers all resources that allow you and your team to get up to speed quickly and to begin realizing the savings and value that we guarantee.

At **LASSO**, we pride ourselves in the onboarding experience and providing our customers with multiple ways to learn. You will work with a dedicated Implementation Specialist who will serve as your guide and coach through implementation. They will import your data, build, and configure your account, while also training you and your team through a series of custom coaching calls. Each Implementation Specialist has helped hundreds of customers successfully realize value with LASSO. They each have deep expertise in helping teams implement quickly and without friction.

What's included in LASSO Implementation?

Kickoff Call
To get started, we'll establish our timeline and implementation process. This is when we'll review all necessary account information to get your account set up in **LASSO.**

Account Set-Up
Next, your data is loaded into **LASSO.** After the initial import, **LASSO** will set up your preferences based on your workflow so that you can make the most of the platform.

Training
When you get access to the platform, you'll get immediate access to on-demand training and product tours so you can explore the system on your own before coaching.

Coaching
Once you've had a chance to take a look for yourself, you'll get 1:1 coaching with your Implementation specialist.

Communication
We'll also provide collateral to help you communicate to your team & crew how **LASSO** works.

Go-Live
Once everything is all set, the **LASSO** team will guide you through the process to ensure a successful launch.

Customer Success
Your dedicated Customer Success Manager partners with you throughout the life of your account. They monitor your platform usage and provide ongoing guidance to help you achieve your desired business outcomes.

Technical Support
For technical assistance, you can get connected to a member of our speedy, U.S.-based customer support team who will assist you with any questions you may have.

The Loop
Access our online community! The Loop is a dedicated space for **LASSO** customers to share knowledge and network with peers and our team.

LASSO

Included in LASSO Implementation

Technical Implementation

- Configuration of Sandbox and Production environments for all purchased modules.
- Data Import (collection, validation, and testing of data files)
- Comprehensive testing of platform customizations.

System Training

- OnDemand Mini Courses
- Live, Instructor Led Virtual Trainings
- 1-1 coaching sessions with your dedicated Onboarding Specialist.

Launch Support / Coaching

- Project Kick Off call and milestone check ins
- Consultation on roll out strategy and best practices
- Crew roll out resources

Ongoing Support

- Recurring strategy calls with your dedicated Customer Success Manager
- Technical Support troubleshooting assistance
- Comprehensive library of self-guided learning documentation

LASSO