



Customer Onboarding Process

Prospective Customer

The goal of this process is to determine the customer requirements so that an accurate quote can be delivered to the customer.

Which deployment option is needed? On premise installation (installed on customer server) or cloud QMS?

- A. Cloud QMS services
- B. On premise installation using SQL server as the backbone for the data storage
- C. On premise installation using Access stand-alone databases

Which software modules are needed?

- A. SBS QMS Suite (consists of any combination of items below)
- B. Quality Database
- C. Ground Control
- D. Asset Tracking Database
- E. Inspection Database
- F. Vendor Management Database
- G. Training Database
- H. Q-Med Database
- I. T-Med Database
- J. FMEA Database
- K. Custom Solution

How many Users are needed?

Cloud QMS services	How many virtual desktops are needed? Each module has an unlimited user license in the cloud.
On premise - SQL Version	3, 5, or unlimited concurrent user licenses are offered
On premise – Stand-alone version	1, 2, 3, 5, or unlimited concurrent user licenses are offered

Is legacy customer data to be imported into the SBS database?

- If yes, be sure to discuss what formats data must take to be readily imported.

Is training required?

Is a support subscription required?

Is customization required for any of the database modules?

Once Customer Requirements are defined a Quotation is provided.

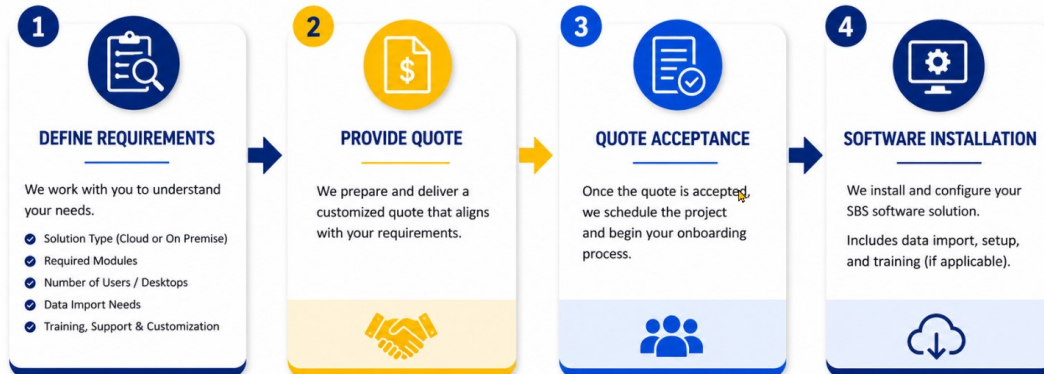
A quotation will include a detailed list of software to be provided, training services, data import services, and our support subscription. We will also provide a convenient link to purchase the software using your credit card.

Customer Start-up

Cloud QMS services	• Customer will complete a cloud QMS configuration checklist • SBS will configure the cloud server to meet customer requirements • Import customer data (if applicable) • Schedule Training (if applicable)
On premise - SQL Version	• SBS will Import customer data (if applicable) • SBS will deliver an SQL installation package • Schedule assisted installation or customer may DIY • Schedule Training (if applicable)
On premise – Stand-alone version	• Customer downloads installation package • Activation key is provided automatically at the time of purchase • SBS will Import customer data (if applicable) • Schedule Training (if applicable)

CUSTOMER ONBOARDING PROCESS

A simple, streamlined journey from initial requirements to successful software installation.



OUR GOAL: A smooth onboarding experience and a successful start with your SBS solution.



WE'RE HERE TO HELP
Every step of the way.