Onboarding Process

Day 1 - Effective SLA Date

- Tribeca sends support process SOP to client
- Email with "Information Request Form" sent to client asking for introduction to previous provider

Week 2 - Audit Phase

- Onboarding audit completed
- Credentials checked
- Tribeca Systems populated
- Monitoring commissioned

End of Week 3

- Missing information request returned by previous provider
- MIgrations complete
- Tribeca become First Line Support

week 1	week 2	week 3	week 4
Set-up phase for any hosted services		Migration Period for any hosted services	

Week 1

- Meeting to introduce project manager

End of Week 1

- "Information Request Form" returned by previous provider*

End of Week 2

- Request submitted to previous provider for any missing information
- Update call with client:
  - Progress Report
  - Issues log
  - Timescales

End of Week 4

- End of migration period
- Previous providers access removed
- Passwords are reset
- Meeting with Project Manager to discuss:
  - Review of onboarding
  - Red flag items
  - Outstanding items
  - New projects
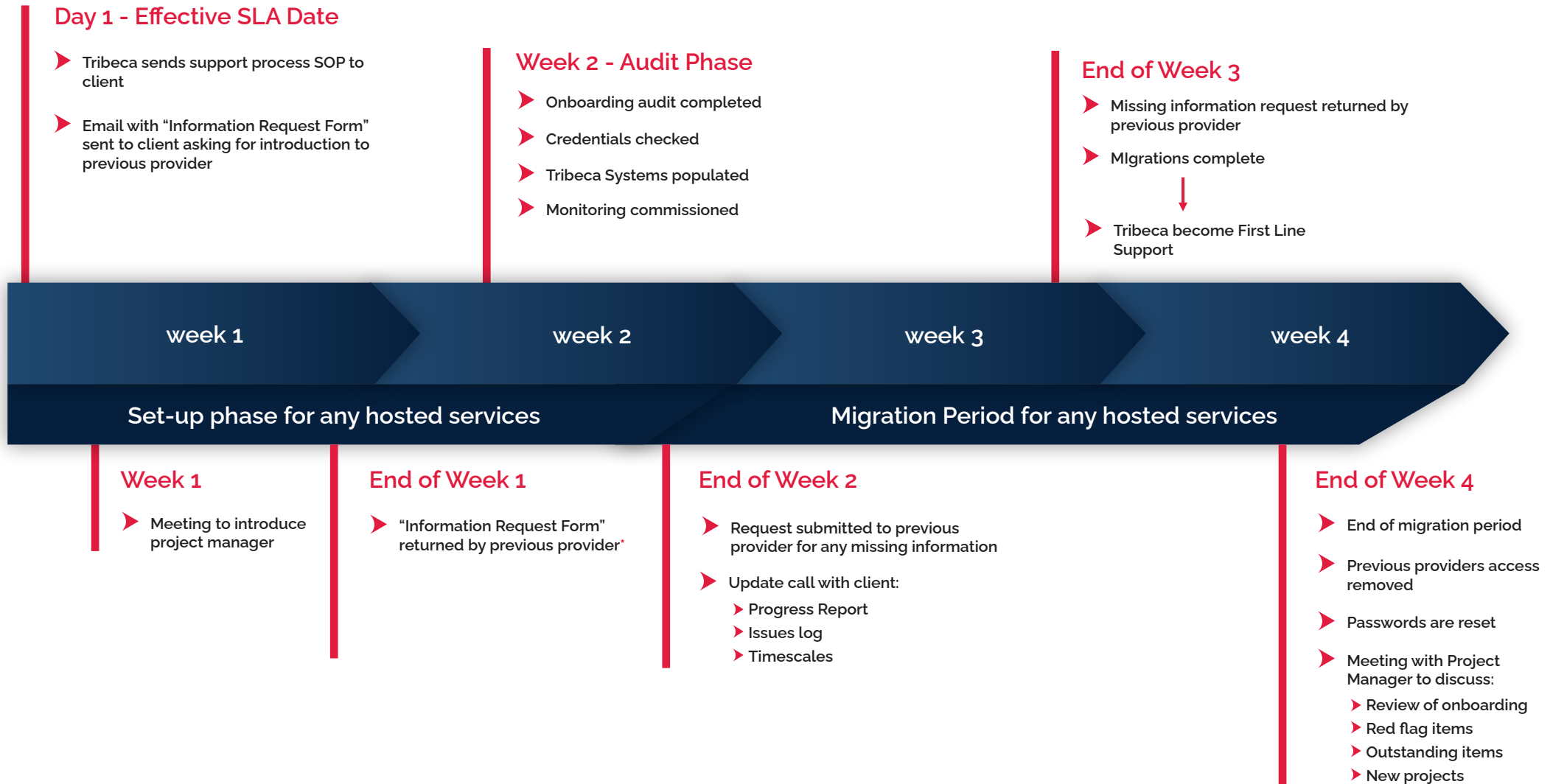
*Migration cannot progress any further without the "Information Request Form" returned.

Tribeca