

## Performance Portfolio - Services

### ONBOARDING-PACKAGE

The Onboarding package is suitable for customers who will administer their application independently and want to get a structured introduction to the solution. The onboarding ensures, with a step-by-step learning process, that app managers are empowered to administer the content management system (CMS), create content independently and successfully implement projects.

#### Included services

- 60 – 90 minutes kick-off with CMS training via video conference
- Prioritized processing of your tickets via [onboarding@polario.app](mailto:onboarding@polario.app)
- Ticket contingent worth 3 hours over the entire onboarding period
- 2 follow-up appointments of 30 minutes each to answer questions about the CMS via video conference

#### Not included services

- Services covered by content integration
- Services covered by project management
- Consulting on external tools

#### Term

The term of the onboarding package begins with the order and ends after 30 days. Services that are not called up by then are forfeited. After the onboarding period has expired, support is provided by the customer success team via [service@polario.app](mailto:service@polario.app).

#### What is the onboarding process?

For the onboarding process, one of our onboarding managers will be available to guide you through the introduction. During onboarding, you will be prepared for using the application as an app manager according to a didactic plan, and you will be given the tools to be able to operate the application independently in your company in the long term.

#### Kick-off

The foundation of the onboarding is laid with a kick-off call between you and your onboarding manager. In this 60 – 90 minutes video conference, you will be taught the important workflows. This training will already take place in your own content management system (CMS) if it has already been created, so you can put your learning into practice hands-on.

#### Independent work in the CMS

After the successful kick-off meeting, the phase of independent work in the CMS will follow. You can reach your contact person in our onboarding team via the ticket box set up for you at [onboarding@polario.app](mailto:onboarding@polario.app). The Onboarding Manager will answer your questions via e-mail, the tickets will be processed in a prioritized manner during the onboarding period. Working independently in the CMS creates confidence in using the features and in conjunction with answering questions, promotes a steep learning curve.

### Follow-up appointments

The two follow-up appointments serve to discuss fundamental questions about your implementations. In a Q&A session with your contact person you can clarify questions in dialog form. We recommend arranging the two appointments with a time offset of 2 weeks in order to achieve the highest possible learning success in connection with independent work in the CMS.

The onboarding ends after 40 days, starting with the signing of the contract. From this point on, our customer support team is available to you via [service@polario.app](mailto:service@polario.app) to process your tickets. If you require further support, our service portfolio is also available to you. Ask here at [sales@plazz.ag](mailto:sales@plazz.ag).

### Tips & Recommendations

- Designate clear roles internally – App Managers – who are responsible for internal 1st level support
- Build an in-house application knowledge base in addition to our resources
- Define specific terms at the beginning to facilitate communication
- Disclose potential „stumbling blocks“ and internal hurdles
- Collect questions about your CMS and send screenshots

### Valuable resources

- [Plazz knowledge base](#) – Help articles and written instructions for the application
- [Blog](#) – Articles, posts & release updates
- [Tutorial Videos](#) – Videos and recorded CMS trainings

### Service hours

- Support operating hours: Monday - Friday | 09 - 17 h CET/CEST | German & English
- Saturdays, Sundays and public holidays: no service
- Extended service hours: on request
- Availability of the [24/7 Knowledge-Base](#)
- [Tutorial Videos](#)
- Ticket system for admins – [service@polario.app](mailto:service@polario.app)
- Ticket system for app users – [support@polario.app](mailto:support@polario.app)