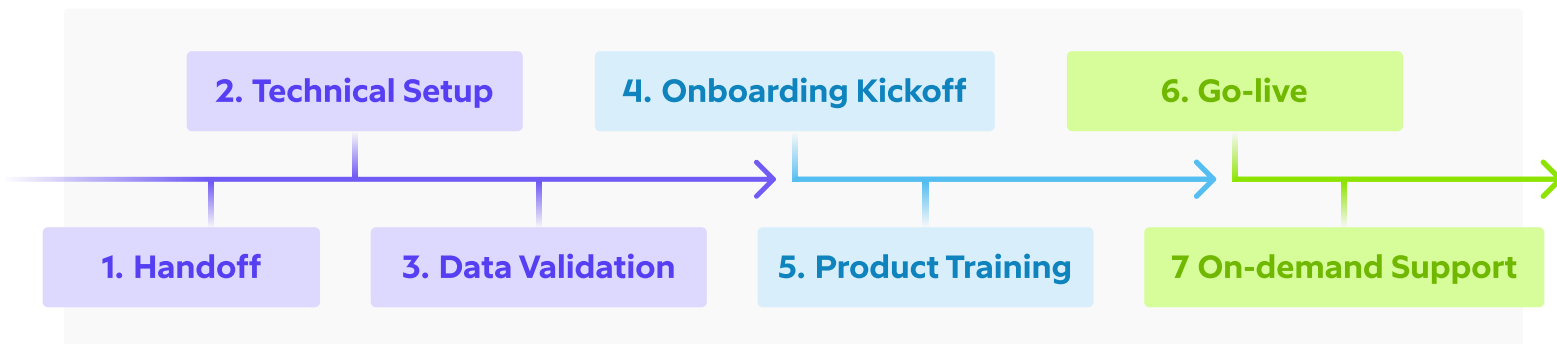


You success, our priority: personalised support & fast-track implementation

At AGR, we're committed to making your onboarding experience as smooth and efficient as possible. Below is a step-by-step guide of how we help you get off the ground running. Our agile, iterative approach minimises implementation time while ensuring the solution meets your business requirements - guaranteeing a successful implementation.



1. Handoff

You'll meet your CSM and Integration Engineer (IE), review AGR implementation goals and ROI KPIs, and align on the onboarding strategy. Required attendees include the executive sponsor and super user to identify potential challenges or quick-wins.

2. Technical setup

AGR IE sets up AGR and integrates it with your ERP with collaboration from your IT team.

3. Data validation

Data from your ERP is reviewed in AGR by the CSM and super user, refining as needed.

4. Data Onboarding kick-off

Once AGR is set up, your CSM conducts a kick-off meeting, aligning on the go-live strategy. Users then gain access to AGR and the first training session is scheduled.

5. Product training

Users receive training focusing on quick wins to get them started with the platform, streamlining the road to go-live.

6. Go-live

On go-live, we review your experience so far and align with you on prioritisation of the next milestones. As AGR becomes part of day-to-day operations we are still there.

7. On-demand support

You have access to live chat support, additional calls for improving adoption, lifelong knowledge base access and periodic Executive Business Reviews for maximising AGR's value.

Your dedicated customer success team is always at your disposal.

For executives

- Inventory KPI tracking
- Value delivered and ROI assessments
- Customer feedback
- Product roadmap review
- Action plan for more success

For users

- Training workshops
- In-app knowledge base
- Live chat
- Walkthrough videos
- Live webinar sessions