

PROFESSIONAL
services

Enterprise



Reapit **Professional** Services

Reapit offers a range of Professional Services including data migration, underpinned with a tried and tested change management methodology delivered by data and implementation specialists, to migrate, implement and support Estate Agents during the transition from their existing solution to our platform

 **Reapit** | PUT GROWTH
ON REPEAT

REAPIT PROFESSIONAL SERVICES

Reapit offers a range of Professional Services including data migration, underpinned with a tried and tested change management methodology delivered by data and implementation specialists, to migrate, implement and support Estate Agents during the transition from their existing solution to our platform.

As you are looking to move to our platform and streamline across multiple locations to achieve growth and efficiency, we're here to assist.

The Reapit Professional Services customer journey is designed for a seamless and disruption-free launch, so you are ready to use your new CRM from day one of live deployment.

From a Client Accounts perspective your acquaintance is supported further with the appointment of a Lead Client Accountant. The Lead Client Accountant from Reapit will be assigned at the start of the project and will work with the nominated customer lead for Client Accounts. They are experienced consultants at Reapit who have industry experience in Client Accounts. They will support you throughout your transition to Client Accounts and ensure you are aware of each step of the journey.

During the User Acceptance Testing, you will be required to sign-off on the platform build, the coding of the documents requested and any other specific component that was agreed as a deliverable during the scoping phase.

As a governance milestone to ensure quality assurance checks have been carried out, both parties are required to formally sign off on all aspects of the project.

Our processes are made up of 5 phases set out with key activities and deliverables:

1. Initiation and Discovery

Within the Initiation and Discovery phase of a project, your dedicated Project Manager will hold a scoping call and introduce you to your dedicated Customer Success Manager and Lead Trainer.

Your Project Manager will carry out an in-depth review to ensure that all aspects of your transition to Reapit are identified and captured in a Project Scoping Document.

Your lead Trainer will be in touch to manage your learning journey and ensure all users are prepared ahead of Go Live.

2. Analysis and Build

During the Analysis and Build phase, templates are gathered and reviewed, and our data migration expert will assist with migrating any required data from your old solution to Reapit.

Your dedicated Project Manager will implement all requirements detailed within the signed-off Project Scoping Document, including the implementation of agreed development items. All of this will be sent to you in a clear plan with delivery dates.

3. User Acceptance

Your dedicated Project Manager will be on-site to demonstrate the functionality of the platform; which consists of running through the Project Scoping Document and comparing the information provided to what has been implemented.

4. Go Live

This is when you will stop using your existing solution and start using the new Reapit platform; running all daily processes within the new platform and switching over web feeds.

During this phase, users will be running their daily tasks and flagging any issues that they experience directly to the dedicated Project Manager. All items are recorded and raised with the relevant Reapit support teams to address the issues. If the requests are new changes then these will follow a change control process as part of a Post-Implementation Review.

Your dedicated Project Manager will schedule a Project Closing meeting with you to sign off on the Go Live phase.

5. Review and Optimise

Lessons Learned are logged, and your dedicated Project Manager will schedule a meeting to review Lessons Learned during the Project Closure meeting. Any new Lessons Learned are to be added to the Reapit Professional Services customer journey to improve and optimise future projects. The final phase before your Project Manager signs-off is to hand you over as a newly onboarded customer to your dedicated Customer Success Manager as well as the Reapit Support.

Your customer journey with Reapit doesn't end here. After Go Live your journey continues with our post-Go Live services: Reapit Customer Success Management driving continued adoption and success, Reapit Support to ensure maximum uptime and continuous training delivered by the Reapit Training Academy.

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