

PROFESSIONAL
services

Small Business



Reapit
Professional
Services

 **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 your processes to achieve growth and efficiency, we are 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.

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 our Onboarding Team will be here to help you set up and begin using the software.

The Onboarding Team will contact you to explain the simple steps you need to take to set up the software via our portal, as well as provide you with a comprehensive document that explains the onboarding journey and associated timescales.

2. Analysis and Build

During the Analysis and Build phase you will set up your Estate Agency on the portal.

If you have asked us to migrate data from your previous software provider, we will review, and our data migration expert will assist with migrating any required data from your old solution to Reapit.

3. User Acceptance

Our dedicated Onboarding Team will be here to help you review the data that has been migrated to Reapit in terms of how it appears and the functionality of the platform.

During the User Acceptance Testing, you will be required to sign-off on the platform build.

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.

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.

During this phase users will be running their daily tasks and flagging any issues that they experience directly to the dedicated Onboarding Team. All items are recorded and raised with the relevant Reapit support teams to address the issues.

Once you have gone live we will provide you and your teams with access to a welcome webinar. The webinar will cover some of the key features of the platform including:

- Power Organiser
- Applicant Grid
- Universal search
- Diary
- Applicant Record
- Property Record
- Online learning tool
- Quick-help guides

5. Review and Optimise

We welcome feedback on our onboarding process and will take it seriously. We will implement changes where feasible to improve and enhance your onboarding experience.

Your customer journey with Reapit doesn't end here. After Go Live your journey continues with our post-Go Live services: Reapit Onboarding Team driving continued adoption and success for six weeks after Go Live, Reapit Support to ensure maximum uptime and continuous online training delivered by Reapit Training Academy.

One digital transformation partner for your agency

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