You want to empower your users with the latest functionality and you need to quickly achieve successful adoption. With the assistance of our seasoned iManage experts and highly skilled partners, you can relax – you’ve got this.

**STAGE 1: INITIATE**

Once you decide the cloud is the right approach, iManage experts help you deliver a successful implementation defining project scope, roles and responsibilities, business outcomes and success metrics.

The project team typically includes the following:

- **Customer Project Champion**
  Takes ownership for ensuring project success and adoption
- **Project Champion**
  Ensures project success and adoption
- **Implementation Project Manager**
  Responsible for overall cloud migration project
- **Customer Success Team Member**
  Customer’s main point of contact and responsible to ensure the best onboarding experience
- **Technical Lead**
  Responsible for technical cloud readiness, including data migration, 3rd party integration, security settings, and workspace design
- **Implementation Project Manager**
  Responsible for overall cloud migration project

**STAGE 2: DESIGN**

This critical stage ensures all teams and systems are “go” to achieve a successful launch and optimal performance. You work together with our team of experts to ensure any baseline migration, testing and optimization is ready.

**Launch tips:**
- Validate connectivity and basic functionality
- Review and complete launch checklist
- Check planned maintenance before scheduling launch
- Review testing completed by support team
- Ensure user acceptance testing is complete
- Conduct launch alignment call with all project stakeholders
- Prepare unique communications and post-launch end-user support plan

**STAGE 3: OPTIMIZE**

Our most successful customers ensure strong adoption by making onboarding and training and communication plans a core part of their launch strategy.

**Launch tips:**
- Validate connectivity and basic functionality
- Review and complete launch checklist
- Check planned maintenance before scheduling launch
- Review testing completed by support team
- Ensure user acceptance testing is complete
- Conduct launch alignment call with all project stakeholders

**STAGE 4: LAUNCH**

All solutions go! Your dedicated support teams are primed and ready to eliminate any friction through each step of your launch. From the final migration of data to shaping your adoption strategies, through achieving your outcomes, our team of experts are there to assist you.

**Launch tips:**
- Validate connectivity and basic functionality
- Review and complete launch checklist
- Check planned maintenance before scheduling launch
- Review testing completed by support team
- Ensure user acceptance testing is complete
- Conduct launch alignment call with all project stakeholders

**STAGE 5: ADOPT AND EVOLVE**

You’re on your way to expanding your knowledge and realizing higher value business outcomes when you migrate to the iManage Cloud. With automated desktop updates and cloud maintenance, your resources can focus on other business directives with confidence, knowing that iManage vigilance and support is there 24/7.

**Launch tips:**
- Validate connectivity and basic functionality
- Review and complete launch checklist
- Check planned maintenance before scheduling launch
- Review testing completed by support team
- Ensure user acceptance testing is complete
- Conduct launch alignment call with all project stakeholders

**iManage also conducts patching and routine maintenance, so you can sleep at night knowing iManage has got your back.**