



Get more from Aurea Unlimited with Product Onboarding

Your Aurea Unlimited subscription gives you access to every product in our library — but that's not all. Unlimited also includes basic onboarding for every product* at no additional cost, so you can get up and running quickly and effectively.

We built our onboarding process around best practices that have helped clients successfully adopt Aurea solutions. After you select a product from the Unlimited library, we help you onboard that product in four phases.

▪ Pre-Kickoff

Before the project officially begins, we ensure that the project team is staffed on both sides, we have the necessary information to deploy the solution, and all members of the team are included in an AureaWorks space for sharing deliverables.

▪ Phase 1: Kickoff

The Aurea PMO schedules a kickoff meeting with your project team to review the project methodology, schedule, and expectations.

▪ Phase 2: Deployment

We deploy your new solution and apply standard configurations, which include pre-configured best-practice use cases that have been proven with our customers to help you get started faster.

▪ Phase 3: Training

During this phase, you'll learn to manage the system, train your end users, and implement additional best practices to support product adoption and launch.

▪ Phase 4: Pilot

In the Pilot phase, we host weekly "Ask a Consultant" workshops to answer questions and help you plan and execute the launch of your new system.

The timing of the four phases depends on the product and the complexity of your deployment.

We will determine final dates and durations during the project kickoff meeting.

*Integration solutions, including Aurea Process, Aurea Monitor, and Aurea Messenger, are not available for basic onboarding and require scoping by Professional Services.

Who is Involved and How Long Does it Take?

While every project is unique, a typical Onboarding team will include:

CLIENT SIDE:

Project sponsor

Project manager

IT administrator

Department representatives

Content strategist

AUREA SIDE:

Onboarding business consultant

Onboarding technical consultant

SAMPLE ONBOARDING SCHEDULE FOR A JIVE IMPLEMENTATION:

	MONTH 1				MONTH 2				MONTH 3			
	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	WEEK 12
PHASE 1 – KICKOFF	█											
PHASE 2 – DEPLOYMENT		█	█	█								
PHASE 3 – TRAINING			█	█	█	█						
PHASE 4 – PILOT					█	█	█	█	█	█	█	█

Aurea Unlimited Onboarding FAQs

Is onboarding included when I choose a new product from the library?

Yes. Every product* in the Aurea Unlimited library comes with basic onboarding services at no extra cost. Our professional services team will provide you with the guidance and support you need to get your new product up and running successfully. For more advanced integrations and complicated deployments of product bundles, additional professional services engagements may be required.

Can I add custom work to Onboarding?

What we recommend based on hundreds of successful deployments, is to first focus on getting your new solution operational in your ecosystem. Once you're up and running successfully and your team(s) are trained, you may decide you want to further integrate your solution with other systems. At that time, our services team is happy to consult with you and determine what may be needed to accomplish your goals.

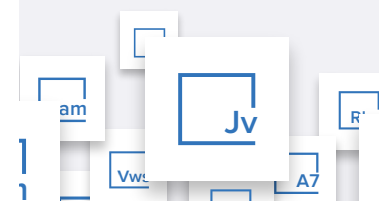
What if I have issues after onboarding?

The final stage of our onboarding process includes training and weekly engagements until you're operational and fully trained. For the ongoing maintenance and support of your Unlimited products, you will access Aurea Support as you do for your core product. The same level of service applies.



We spend billions on software so you don't have to. Our Unlimited approach to enterprise software is designed to simplify and accelerate the way you use technology. One subscription unlocks every Aurea product, so you can innovate and expand with less risk, better performance, and more value for your business.

[Learn More >](#)



Ready to get started?

Visit the Aurea Unlimited Library to choose your next product. Whether you replace a costly solution in your current IT stack or add a new capability, you'll activate more value from your Aurea Unlimited subscription.

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