

PRODUCT IMPLEMENTATION

Checklist for Success

Date Complete	Task
	Build an implementation team that includes your primary and technical contacts as well as other staff members.
	Sign up implementation team for free, live webinar training at http://host.evanced.info/lib/eventcalendar.asp
	Create a log-in for the Evanced Support Center at http://support.evanced.net . The Support Center allows you to easily submit and track sales and support questions, download manuals, view customer discussion forums, and access our Knowledge Base.
	Review best practices of software usage by other libraries at the Support Center or contact our Coordinator of Customer Experience, Christine Ayar, for additional assistance.
	Develop timeline for implementation including product setup, development of staff training plan, and marketing. Sign up for additional webinars for staff training.
	Inform staff about the new software in a meeting, via email, or both. Let staff know about the training and implementation plan. Consider timing your next in-service or staff meeting to coordinate with a webinar time. There are many levels of training, so be sure to sign up for all that are appropriate.
	Print out the software manuals and quick start guides at http://www.evancedsolutions.com/support.asp and distribute to staff. If you have an Intranet at your library, post the manuals there if applicable.
	Have implementation team begin configuration process. For technical questions and support, call 888-519-5770 or email support@evancedsolutions.com
	Develop a marketing plan to let your public know about the new products and services available to them. View and print out our online brochures.
	Update your product and vendor contact lists to include Evanced Solutions. You can find our contact information at the top of this page.
	Subscribe to our blog, Evanced Thinking, at http://evanced.blogger.com

For assistance with any of these items, contact Christine Ayar, Coordinator of Customer Experience at 317-352-2188 ext. 111 or cayar@evancedsolutions.com