The KR Group, Inc.

# 5-STEP PROJECT TIMELINE

## PRE-SALES ENGAGEMENT

### REACH OUT WITH NEED & FIND A SOLUTION

**Highlights:**

- Work with service team to finalize solution
- Work with sales team to determine price
- Schedule kickoff

## PROJECT KICK-OFF

### PAPERWORK & PLANNING

**Highlights:**

- Schedule on-site service
- Coordinate payment
- Exchange contact information

## PROJECT IMPLEMENTATION

### KRG IMPLEMENTS AGREED UPON SOLUTION

**Highlights:**

- Coordinate with designated person or IT team
- Hardware and/or software installed

## PROJECT CLOSURE

### CLOSING OUT THE PROJECT

**Highlights:**

- Replay information about software policies
- Go over support contracts

## COMMUNICATION

### HOW TO COMMUNICATE IN THE FUTURE

**Highlights:**

- How to make a service request
- How to request emergency support
- Who can make a request