

Process flow for B2B enablement



Customer onboarding web form



BizDev team contacts customer to review onboarding form



Design

- Establish tech design specs



PM team begins planning and requirements

- Schedule and conduct kick off call
- Gather requests
- Define requirements and steps
- Establish agreed upon timeline

Develop/Configure



Testing

- Acceptance testing
- All parties approve promotion to production



Deploy

- Submit promotion request
- Deploy and verify production



Hypercare

- Monitor successful delivery